

Pe19-004

KIA

6/28/2019

DEFECT C

CA FILES

SORENTO

2016 SORENTO_ACCIDENT
SCRIPTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

1. Who Owns the Vehicle?

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

Accident Report

Case [REDACTED]

Report Details

1. Who Owns the Vehicle?

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

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

[REDACTED] San Antonio TX [REDACTED] was driving with wife and two daughters
<Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

Yes

4. What is the Age of the Driver?

[REDACTED] <Driver's Age>

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

[REDACTED]/16 around 1 PM <DATE> and <TIME>

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

Hot in Mexico <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

70 to 75 MPH <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

Burned arm a little when me and the truckers were putting out the fire, but nothing much. Yes, <Describe Injuries>

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

In Mexico, on the [REDACTED] Road, driving towards [REDACTED]. I saw fire on the rear when some truckers were letting me pass. I tried to drive to a gas station but the fire got worse, so I pulled over and put out the fire with fire extinguishers with the help of the truckers. <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

Yes

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

[REDACTED] Road and Bridge Patrol, no names or badges <Officer Name, Department, Badge>

15. What is the Police Report Number?

NA, with the insurance <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

Can't look up info on phone without disconnecting Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

17. Have You Settled With the Insurance Company?

No

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

Towed

19. Where is the Vehicle Now?

Insurance is taking the vehicle to a Kia dealer in Monterrey, Mexico. Don't know which one. <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

Yes

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

Just to fix the truck <RESOLUTION SOUGHT>

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

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

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

Not Applicable

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

[REDACTED]

A-2) Who was driving the vehicle or who was the last person to drive the vehicle?

[REDACTED]

A-3) What is the age of the driver?

[REDACTED]

A-4) How many other passengers were in the vehicle?

3

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

front passenger seat [REDACTED], behind driver [REDACTED], Behind passenger [REDACTED]

A-6) Were there any objects in the luggage compartment, passenger compartment, being towed, or

Yes, Luggage in back of car. Plus had cargo container on trailer hitch

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

[REDACTED]/2017 21:45:00

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

No other vehicles or structures

B-2) What time was 911 called?

Yes, 2 were actually placed

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

Bright and sunny, clear roads

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

No physical injuries

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

I looked in rear view mirror and saw flames coming out of rear of car. There was no indication or warning. I just happened to look in the mirror

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

No, Vehicle was being driven

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

There were no warning lights. Did have the 15000 mile check 2 weeks prior.

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

I had a trailer hitch installed

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

It was on HWY ■■■ TX in the middle of no where About 1.5 miles from Highway ■■■

C-1) Which fire agency responded?

The Divide Volunteer Fire Department

C-2) What is the fire report number?

No fire report number

D-1) Where is the vehicle now?

I have no idea State Farm Insurance towed Vehicle

D-2) Have any repairs been completed?

NO

D-3) Was the insurance company contacted?

State Farm

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

Not yet.

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

I would like a better car. Insurance agent told me to call Kia because they wanted information on what happened.

Accident Report

Case [REDACTED]

Report Details

A-2) Who was driving the vehicle or who was the last person to drive the vehicle?

[REDACTED] [REDACTED]

A-3) What is the age of the driver?

[REDACTED]

A-4) How many other passengers were in the vehicle?

3

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

[REDACTED]-front passenger, [REDACTED] driverside middle row, [REDACTED] passenger side middle row

A-6) Were there any objects in the luggage compartment, passenger compartment, being towed, or

luggage rack attached to the hitch/ clothes in plastic tub.

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

[REDACTED]/2017 19:00:00

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

Damage to tub, clothing in tub and rear bumper

B-2) What time was 911 called?

no

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

sunny day, traveling on the highway

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

Driver received a blister from the melted plastic landing on right foot.

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

Driver saw smoke, pulled over, saw fire, pulled out fire extinguisher and put out fire.

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

engine running

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

no

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

luggage rack attached to hitch

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

In Wyoming, near Cheyenne

C-1) Which fire agency responded?

NO

C-2) What is the fire report number?

N/A

D-1) Where is the vehicle now?

Driveable/ customer has possession

D-2) Have any repairs been completed?

no

D-3) Was the insurance company contacted?

no

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

no

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

Reimbursement for lost clothing and shoes totaling \$600/ repair of bumper

Accident Report

Case [REDACTED]

Report Details

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

[REDACTED]

A-2) Who was driving the vehicle or who was the last person to drive the vehicle?

[REDACTED]

A-3) What is the age of the driver?

[REDACTED]

A-4) How many other passengers were in the vehicle?

4

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

[REDACTED] passenger, [REDACTED] backseat passenger, [REDACTED] backseat passenger, [REDACTED] backseat passenger

A-6) Were there any objects in the luggage compartment, passenger compartment, being towed, or

no

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

[REDACTED]/2017 20:00:00

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

only the passenger side visor was burnt

B-2) What time was 911 called?

no

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

sunny and clear on a two lane country road

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

no

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

the visor was burning so the husband had to take it apart to stop the fire, the hot mirror popped out and broke because he could not touch it without burning fingers

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

on

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

no

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

no

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

Clarksville, GA

C-1) Which fire agency responded?

none were called

C-2) What is the fire report number?

n/a

D-1) Where is the vehicle now?

[REDACTED], Valrico, FL [REDACTED]

D-2) Have any repairs been completed?

no

D-3) Was the insurance company contacted?

no insurance company was contacted

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

no

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

i want the visor to be repaired under warranty which the dealer FLO56 denied

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

[REDACTED]

A-2) Who was driving the vehicle or who was the last person to drive the vehicle?

[REDACTED]

A-3) What is the age of the driver?

[REDACTED]

A-4) How many other passengers were in the vehicle?

0

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

N/A

A-6) Were there any objects in the luggage compartment, passenger compartment, being towed, or

no

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

[REDACTED]/2017 18:50:00

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

the only damage is a dent in the front fender of the customers car

B-2) What time was 911 called?

10:50am CST

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

wet, rainy

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

no

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

left shop and went down [REDACTED] street, had flip flops on, black dripping onto my foot and it was burning me, smelled smoke and saw fire. moved my foot and veh veered into the ditch. fire dept put out fire and said wiring harness was burning. police didnt file report bc no injuries, towed to dlr.

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

on

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

no

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

no

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

[REDACTED] st [REDACTED] ave, loop [REDACTED], Texas City, Texas

C-1) Which fire agency responded?

Texas City Fire Department

C-2) What is the fire report number?

n/a

D-1) Where is the vehicle now?

dlr, Gay Family Kia

D-2) Have any repairs been completed?

no

D-3) Was the insurance company contacted?

yes

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

no

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

cust states is nervous about driving vehicle, even after replacement, can i get the same kind of vehicle, thank god i didnt have my kids in the car. no lights on the dash, it came out of nowhere.

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

[REDACTED]

A-2) Who was driving the vehicle or who was the last person to drive the vehicle?

[REDACTED]

A-3) What is the age of the driver?

[REDACTED]

A-4) How many other passengers were in the vehicle?

N/A

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

N/A

A-6) Were there any objects in the luggage compartment, passenger compartment, being towed, or

N/A

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

[REDACTED]/2018 19:30:00

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

JUST THE VEHICLE

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

RAINING, WET GROUND

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

N/A

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

SOMEONE WAS HONKING AT ME, REAR DRIVER SIDE, NEAR FUEL TANK AND TAIL LIGHT, BIG FLAMES

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

ON

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

NO

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

NO

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

IN FRONT OF MY HOUSE

C-1) Which fire agency responded?

N/A

C-2) What is the fire report number?

N/A

D-1) Where is the vehicle now?

TOWED TO KIA OF BEDFORD

D-2) Have any repairs been completed?

NO

D-3) Was the insurance company contacted?

NO

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

NO

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

NEED TO HAVE MY VEHICLE FIXED OR RENTAL CAR TILL FIXED, WANT TO KNOW WHAT CAUSED IT

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

[REDACTED]

A-2) Who was driving the vehicle or who was the last person to drive the vehicle?

[REDACTED]

A-3) What is the age of the driver?

[REDACTED]

A-4) How many other passengers were in the vehicle?

0

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

N/A

A-6) Were there any objects in the luggage compartment, passenger compartment, being towed, or

No

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

[REDACTED]/2018 02:00:00

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

No

B-2) What time was 911 called?

██████/2018 8 pm fire department

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

raining

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

No

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

Sitting in park on the phone with an employee at work, saw the check tire symbol go off, then an orange triangle symbol came on, he shut the vehicle off, and opened the door, and then looked back and saw flames coming out of the back end, and he ran back and went to get a fire extinguisher from inside work, there is a video of the incident from work, looked as though it ignited from the running lights on the left passenger side.

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

Park, and on

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

check tire

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

No

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

██████ St, @ ██████

C-1) Which fire agency responded?

Madison County Fire dept

C-2) What is the fire report number?

do not have

D-1) Where is the vehicle now?

Hatfield Kia

D-2) Have any repairs been completed?

No repairs completed

D-3) Was the insurance company contacted?

Yes

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

No

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

Need a completely different vehicle, do not want a Kia Sorento any longer, would like Kia to accomodate getting a different vehicle.

Accident Report

Case [REDACTED]

Report Details

Pe19-004
KIA
6/28/2019
DEFECT C
CA FILES
SORENTO

2016 SORENTO_CA
REPORTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Kia Motors America

Consumer Affairs Department

Page 1 of 5

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
		5XYPG4A39GG		1
		Prod. Date: 02/19/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 08/02/2017 11:30:39 (GMT-07:00) Arizona ***

Contact = Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/02/2017 11:20:17 (GMT-07:00) Arizona and created by Jessica Weaver ***

Brit Rose State Farm states:

5xypg4a39gg

1. Cust went to take kids on camping trip
2. On the way there veh caught fire and burned all the way
3. We were wanting to see if Kia wanted to take a look

Writer states:

1. Apologized
2. Verified cust info
3. Kia would like to follow up on
4. Will be creating case and following up with cust
5. Please provide your contact info, claim, Policy

Mr. Rose states:

1. Brit Rose -512-918-4274
2. Claim
3. Policy:

Writer states:

1. Provided case #
2. Will be follow up with cust

Mr. Rose thanked

*** Phone - Call - Outbound created on 08/02/2017 11:31:00 (GMT-07:00) Arizona and created by Jessica Weaver ***

Writer called cust @ LVM

Writer states:

1. KMA has been contacted by insurance company regarding veh
2. Would like to follow up on
3. Please call
4. Provided 1800# and case #

*** Phone - Call - Inbound commitment created on 08/02/2017 11:31:53 (GMT-07:00) Arizona with Commitment Date 08/03/2017 and created by Jessica Weaver ***

*** Phone - Call - Inbound created on 08/03/2017 10:08:39 (GMT-07:00) Arizona and created by Jessica Weaver ***

Writer called cust @

1. All circuits are busy, busy signal

*** Phone - Call - Inbound created on 08/04/2017 11:18:37 (GMT-07:00) Arizona and created by Jessica Weaver ***

Writer called cust @

Kia Motors America

Consumer Affairs Department

Page 2 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A39GG			1
		Prod. Date: 02/19/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Writer states:

1. Calling to follow up
2. Would like to collect info

Cust states:

1. Please call in 30 mins

*** Phone - Call - Inbound created on 08/04/2017 11:20:29 (GMT-07:00) Arizona and created by Jessica Weaver ***

Writer called cust @ LVM

Writer states:

1. Following up
2. When you have the time please call
3. Provided 1800# and case #

*** Phone - Call - Inbound created on 08/04/2017 17:46:16 (GMT-05:00) Eastern Time (US & Canada) and created by Morgan Morgan ***

Cust states:

1. Can I please speak with my CM?

Wrt states:

1. Apologized.
2. VM if CM is not currently available.

Cust states:

1. Thank you.

*** Phone - Call - Inbound created on 08/04/2017 16:06:26 (GMT-07:00) Arizona and created by Robert Bauer ***

Customer states:

1. I am looking to speak to Jessica.

Writer states:

1. Apologized.
2. Advised that she has left for the day.
3. Advised that writer will make her aware that you are looking for a call back.

Customer states:

1. After 12 please.
2. Thanked writer.

*** Phone - Call - Inbound commitment created on 08/02/2017 11:31:53 (GMT-07:00) Arizona with Commitment Date 08/07/2017 and created by Jessica Weaver ***

*** Phone - Call - Outbound created on 08/07/2017 15:10:28 (GMT-07:00) Arizona and created by Jessica Weaver ***

Writer called cust @ LVM

Kia Motors America

Consumer Affairs Department

Page 3 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A39GG		1
		Prod. Date: 02/19/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Writer states:

1. Calling to follow up
2. Case will be sent to another department for handling
3. Please allow 2-3 business days for follow up
4. If questions please call
5. Provided 1800# and case #

*** Phone - Call - Inbound created on 08/07/2017 15:14:13 (GMT-07:00) Arizona and created by Jessica Weaver

Dispatching to NCA

1. Insurance company/ Cust alleges fire
2. Unable to collect fire script
3. Please review and assist

*** 08/07/2017 15:14:59 (GMT-07:00) Arizona ***

Dispatched from WIPBin = 6. Working to Queue National CA by Jessica Weaver

Reason:

*** 08/07/2017 16:35:45 (GMT-07:00) Mountain Time (US & Canada) ***

Dispatched from WIPBin = Default to Queue National CA by Harold Noyes

Reason:

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

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

*** 08/08/2017 08:16:29 (GMT-08:00) Pacific Time (US & Canada) ***

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

Reason:

*** Phone - Call - Outbound created on 08/08/2017 09:18:44 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt attempted to contact the insurance rep Brit.:

1. Brit is out of office until 8/10/17.

*** Research - Others commitment created on 08/08/2017 09:20:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/11/2017 and created by Ryan Ristow ***

*** 08/08/2017 09:22:19 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** Phone - Call - Inbound commitment fulfilled on 08/08/2017 11:51:12 (GMT-07:00) Arizona with Commitment Date 08/07/2017 closed by Jessica Weaver ***

*** Research - Others commitment fulfilled on 08/11/2017 13:59:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/11/2017 closed by Ryan Ristow ***

Wrt reviewed with the KMA engineers.

*** Phone - Call - Outbound created on 08/11/2017 14:00:44 (GMT-08:00) Pacific Time (US & Canada) and

Kia Motors America

Consumer Affairs Department

Page 4 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A39GG			1
		Prod. Date: 02/19/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

created by Ryan Ristow ***

Wrt contacted insurance rep Brit;

1. Are you subrogating us?
2. Have you settled with the customer?

Brit replied;

1. We are looking into it.
2. We have settled with the customer.
3. We are scratching our heads.
4. We are unable to find the concern.
5. The customer had an aftermarket hitch, but there were no spliced wires.
6. We wanted to invite you all to look at it.

Wrt replied:

1. Okay, please send the police report and I will review with the engineers,.

*** Phone - Call - Outbound created on 08/16/2017 10:13:55 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt left a VM for Britt with the insurance pending a call back.

*** Phone - Call - Inbound commitment created on 08/16/2017 10:14:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 08/16/2017 11:14:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2017 closed by Ryan Ristow ***

Britt called back in:

1. Returning your call.

Wrt replied:

1. Based off of the info provided, we are unable to identify any manufacturing concerns.
2. We would be unable to make an inspection in a timely manner.
3. If you elect to subrogate, please contact us with the information found.

Brit replied;

1. Thanks for the follow up.

*** 08/16/2017 11:16:48 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Case closed pending customer or insurance contact.

*** 08/28/2017 17:16:38 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened with Sub Status of Working

*** Letter - Letter Received created on 08/28/2017 17:17:06 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***

NCA rec'd letter from State Farm. Letter states:

1. This notice is to advise of a loss that occurred to our insured's vehicle.
2. Our investigation indicates that the manufacturer is responsible for this loss.
3. Your cooperation is appreciated.

Attaching & dispatching to NCA.

Kia Motors America

Consumer Affairs Department

Page 5 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A39GG		1
		Prod. Date: 02/19/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 08/28/2017 17:21:14 (GMT-08:00) Pacific Time (US & Canada) ***

Dispatched from WIPBin = Default to Queue National CA by Brecon Crosby

Reason:

*** 08/29/2017 07:30:04 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 08/29/2017 07:46:36 (GMT-08:00) Pacific Time (US & Canada) ***

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

Reason:

*** Phone - Call - Outbound created on 08/29/2017 08:03:05 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt left a VM for insurance rep Brit at 512-918-4274.

*** Phone - Call - Inbound commitment created on 08/29/2017 08:07:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/05/2017 and created by Ryan Ristow ***

*** 08/29/2017 08:10:23 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** Phone - Call - Inbound commitment fulfilled on 09/05/2017 10:06:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/05/2017 closed by Ryan Ristow ***

Wrt left a VM for the insurance rep.

*** 09/05/2017 10:07:27 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Case closed pending insurance contact.

*** 09/29/2017 14:06:14 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened with Sub Status of Working

*** Others - Others created on 09/29/2017 14:06:27 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Tread review completed

*** 09/29/2017 14:06:50 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Case closed pending insurance contact.

Kia Motors America

Consumer Affairs Department

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A3XGG			1
		Prod. Date: 02/02/2015	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 08/15/2017 16:41:16 (GMT-08:00) Pacific Time (US & Canada) ***

Contact = Priority = Escalated, Sub Status = Working

*** Letter - Letter Received created on 08/15/2017 16:42:21 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***

NCA rec'd letter from Houts Law. Letter states:

1. Kia Sorento spontaneously caught fire.
2. Fire originated in the rear storage area, possibly due to faulty wiring in a light.
3. If Kia is interested in participating, please have your consultant contact me.

Attaching & dispatching to NCA.

*** 08/15/2017 16:44:59 (GMT-08:00) Pacific Time (US & Canada) ***

Dispatched from WIPBin = Default to Queue National CA by Brecon Crosby

Reason:

*** 08/16/2017 07:38:48 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 08/16/2017 07:47:29 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup

Reason:

*** Phone - Call - Inbound created on 08/16/2017 08:26:38 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with Mark Houts, with Houts Law PLLC:

1. Wtr asked for documentation and pics
2. Mark advised would send
3. Wtr gave email and call ended

*** Phone - Call - Inbound commitment created on 08/16/2017 08:41:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 08/16/2017 08:41:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2017 and created by Gustavo Villela ***

*** 08/16/2017 08:43:37 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Default and Sub Status of Assigned

*** Phone - Call - Inbound commitment fulfilled on 08/23/2017 10:26:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 08/23/2017 10:26:58 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr received docs

*** Phone - Call - Inbound commitment created on 08/23/2017 10:27:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/25/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 08/30/2017 10:13:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/25/2017 closed by Gustavo Villela ***

Kia Motors America

Consumer Affairs Department

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A3XGG		1
		Prod. Date: 02/02/2015	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound created on 08/30/2017 10:13:49 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr reviewed case with engineers on 8/28/17

*** Phone - Call - Inbound created on 08/30/2017 10:14:15 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with Mark Houts:

1. Asked who they represented
2. Mark advised was hired by Insurance, but would represent the client
3. Asked for location
4. Mark stated he would email me back
5. Mark stated there is no other description

call ended

*** Phone - Call - Inbound commitment created on 08/30/2017 10:18:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/01/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 08/30/2017 14:30:15 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr received location from Mark:

1. Iaa in Oklahoma City
2. Wtr checked IAA to verify
3. Could not search
4. Asked Mark for verification on stock number

*** Phone - Call - Inbound commitment created on 08/30/2017 10:18:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/11/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 08/30/2017 10:18:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/12/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 09/11/2017 15:46:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/12/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 09/15/2017 13:54:16 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr sent email to Mr. Houts:

1. "Mr. Houts,

I apologize for not responding in a timely manner. I was out of the office Friday. However, our engineers do want to join the inspection. Our engineer asked to give you his information"

*** Phone - Call - Inbound created on 09/15/2017 13:54:32 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr received email from Mr. Houts:

1. "Thanks Gustavo. I have passed along his information. Our guys are

Derek Longeway
972-743-4202

Kia Motors America

Consumer Affairs Department

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A3XGG		1
		Prod. Date: 02/02/2015	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

and

Scott Rogers
830-864-5442

Thanks,"

*** Phone - Call - Inbound commitment created on 09/15/2017 13:55:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/19/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 09/15/2017 13:55:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/25/2017 and created by Gustavo Villela ***

*** Case is sent on 9/19/2017 8:40:51 by Gustavo Villela
To: gvillela@kiausa.com
Cc:
Title:

*** Phone - Call - Inbound created on 09/19/2017 09:38:27 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with Derrick L, inspector:

1. Wtr asked if 10/3 or 10/5 were good dates to inspect
2. derrick advised the earliest he can inspect is mid to late june
3. Gave email to wtr to give to engineer

call ended

*** Phone - Call - Inbound created on 09/19/2017 09:45:58 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr gave email to engineer to set up inspection
dlongeway@f-e.consulting

*** Phone - Call - Inbound created on 09/29/2017 16:05:42 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Tread review completed

*** Phone - Call - Inbound commitment fulfilled on 10/02/2017 15:04:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/25/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 10/02/2017 15:04:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/06/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 12/06/2017 11:20:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/06/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 12/06/2017 11:20:49 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Vehicle inspected

*** 12/06/2017 11:21:26 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]
No further contact from insurance required

Kia Motors America

Consumer Affairs Department

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA36GG		15.000
		Prod. Date: 04/09/2015	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 11/28/2017 14:45:59 (GMT-07:00) Mountain Time (US & Canada) ***

Contact = , Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/28/2017 14:46:03 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

Customer Alleges:

1. Luggage rack attached to hitch caught fire due to heat from tailpipe.
2. Driving on highway.
3. Damage to tub, clothes and rear bumper.
4. Seeking reimbursement for clothing, shoes \$600 and bumper repair.

Writer States:

1. Apologized
2. Informed case created, information given/ dispatched to National.
3. Advised to download pictures of vehicle.

Customer States:

- 1 Thank you.
- Thank you, call ended.

*** 11/28/2017 15:16:57 (GMT-07:00) Mountain Time (US & Canada) ***

Dispatched from WIPBin = Default to Queue National CA by Linda Welter

Reason:

*** Phone - Call - Inbound created on 11/28/2017 15:51:11 (GMT-07:00) Arizona and created by Sasha Kerns ***

Customer states:

- 1: Wasn't able to upload pictures

Writer states:

- 1: Apologized
- 2: Advised of no email
- 3: Will document in case

*** 11/28/2017 15:52:11 (GMT-07:00) Arizona ***

Assigned to WIPBin Default of Linda Welter by Sasha Kerns

Reason:

*** 11/28/2017 15:00:49 ***

183.jpeg added by on 11/28/2017 15:00:48

*** 11/28/2017 17:58:36 (GMT-07:00) Mountain Time (US & Canada) ***

Dispatched from WIPBin = Default to Queue National CA by Linda Welter

Reason:

*** 11/29/2017 08:17:22 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 11/29/2017 08:29:15 (GMT-08:00) Pacific Time (US & Canada) ***

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

Reason:

*** Others - Others commitment created on 11/29/2017 09:23:11 (GMT-08:00) Pacific Time (US & Canada) with

Kia Motors America

Consumer Affairs Department

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA36GG		15.000
		Prod. Date: 04/09/2015	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Commitment Date 12/01/2017 and created by Ryan Ristow ***

*** 11/29/2017 09:23:45 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 11/29/2017 12:59:00 ***

IMG_20171129_ _HDR.jpg added by on 11/29/2017 12:58:57

*** Phone - Call - Outbound created on 11/29/2017 13:30:57 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt left a VM for the customer.

*** Others - Others commitment fulfilled on 12/01/2017 10:43:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/01/2017 closed by Ryan Ristow ***

Wrt reviewed with the KMA engineers.

*** Phone - Call - Outbound created on 12/01/2017 10:44:38 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt left a VM for the customer.

*** Phone - Call - Inbound commitment created on 12/01/2017 10:44:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/08/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 12/01/2017 11:01:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/08/2017 closed by Ryan Ristow ***

Customer called back in:

1. Returning your call.

Wrt replied;

1. thanks for calling;

2. I reviewed your photos with the KMA engineers.

3. We wanted to inform you that it is not a manufacturing defect.

4. It is possible that if the after market luggage box is located behind the exhaust, under high loads it can get hot and cause a fire.

5. We would be referring you to your insurance.

The customer replied:

1. Okay, thanks for the call.

*** 12/01/2017 11:01:42 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Case closed pending customer contact.

Kia Motors America
Consumer Affairs Department

Page 1 of 6

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPH4A11GG [REDACTED]	[REDACTED]	35,600
Lakeland , FL , [REDACTED]	Prod. Date: 01/15/2015		Dealer: FL113 Regal KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

Case History

*** 12/04/2017 09:05:23 (GMT-05:00) Eastern Time (US & Canada) ***

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

*** Phone - Call - Inbound created on 12/04/2017 09:01:30 (GMT-05:00) Eastern Time (US & Canada) and created by Colby Duncan ***

Cust states

1. I had my car in service on Saturday
2. the passenger mirror wouldn't close and was blowing fuses
3. The car kept blowing fuses

Wrtr states

1. Apologized
2. Advised we can get RO history from the dlr
3. If repair is unwarranted can reach out to DPSM
4. Provided case and cb #

Cust states

1. Ok, thank you

*** Phone - Call - Inbound commitment created on 12/04/2017 09:08:30 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 12/06/2017 and created by Colby Duncan ***

*** Email - External Email Sent created on 12/06/2017 08:51:26 (GMT-05:00) Eastern Time (US & Canada) and created by Colby Duncan ***

Emailed SVC manager for RO per flash

*** Phone - Call - Inbound commitment created on 12/04/2017 09:08:30 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 12/08/2017 and created by Colby Duncan ***

*** Email - External Email Received created on 12/08/2017 13:41:58 (GMT-05:00) Eastern Time (US & Canada) and created by Colby Duncan ***

Customer Name: [REDACTED]

Customer phone #: H: [REDACTED]

Cont: [REDACTED]

Customer address: [REDACTED] Valrico, FL [REDACTED]

VIN: 5XYPH4A11GG [REDACTED]

MY and Mileage: 2016 Sorento; 35,481 miles

Most recent RO#, Open and Close Date: RO [REDACTED] Closed: 12/06/2017

Days Down at initial Service Alert report (if applicable): 12/02/2017

Most recent Repair Issue and Diagnosis: Customer says, passenger side vanity mirror was stuck open, wiring is burnt - interior lights would not stay working, kept blowing fuses, was a burning smell check and advise. Found passenger mirror on seat, torn apart. Tech advised mirror was broken, not warrantable repair. Advised customer of cost for replacement. Customer declined.

Able to Duplicate (Y or N): See diagnoses above.

Repeat Repair (Y/N), if so, how many times?: NO

Repair History of current concern with dates (Open and Closed) and mileage: 12/02/2017 - 12/02/2017

ETA for completion of repairs (if applicable): N/A, CUSTOMER DECLINED AT THIS TIME

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

Techline Case (if applicable):

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

Dealer contacted DPSM (if needed): No

Vehicle repaired?: No

Customer has possession?: Yes

Kia Motors America
Consumer Affairs Department

Page 2 of 6

<u>Last name</u>	<u>name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPH4A11GG			35.600
Lakeland , FL ,		Prod. Date: 01/15/2015		Dealer: FL113	Regal KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

Dealer Code/Selling Dealer (Y or N): NC039

Original Owner (Y or N): No

What is current Customer Request (if needed): N/A

*** Phone - Call - Outbound created on 12/08/2017 13:43:01 (GMT-05:00) Eastern Time (US & Canada) and created by Colby Duncan ***

Wrtr called LVM

Wrtr states

1. Calling to follow up on repair
2. Provided case and cb #

*** Phone - Call - Inbound commitment fulfilled on 12/08/2017 13:43:58 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 12/08/2017 closed by Colby Duncan ***

*** 12/08/2017 13:44:23 (GMT-05:00) Eastern Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

*** 12/08/2017 15:21:31 (GMT-05:00) Eastern Time (US & Canada) ***

Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 12/08/2017 15:21:35 (GMT-05:00) Eastern Time (US & Canada) and created by Chelsea Wallen ***

Cust stated

1. Calling back to speak with colby
2. Im having a wiring problem with the car
3. Husband took bulb out because it kept burning an since we did that they said it void the warranty

Wrt stated

1. Advised hes currently on a call
2. Asking to see if he reached out to the dpsm
3. he stated hes waiting on a response

Cust stated

1. ok thank you

*** 12/08/2017 15:27:15 (GMT-05:00) Eastern Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

*** 12/08/2017 15:36:09 (GMT-05:00) Eastern Time (US & Canada) ***

Reopened with Sub Status of Working

*** Email - External Email Sent commitment created on 12/08/2017 15:36:13 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 12/12/2017 and created by Colby Duncan ***

*** Email - External Email Sent commitment created on 12/08/2017 15:36:13 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 12/12/2017 and created by Colby Duncan ***

Kia Motors America
Consumer Affairs Department

Page 3 of 6

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPH4A11GG [REDACTED]	[REDACTED]	35,600
Lakeland , FL , [REDACTED]	Prod. Date: 01/15/2015		Dealer: FL113 Regal KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

*** Email - External Email Sent commitment created on 12/08/2017 15:36:13 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 12/13/2017 and created by Colby Duncan ***

*** Phone - Call - Outbound created on 12/13/2017 12:07:04 (GMT-05:00) Eastern Time (US & Canada) and created by Colby Duncan ***

Wrtr called [REDACTED]@[REDACTED]LVM

Wrtr states

1. Calling to follow up on Goodwill email
2. Provided case and cb #

*** Email - External Email Sent commitment created on 12/08/2017 15:36:13 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 12/15/2017 and created by Colby Duncan ***

*** Phone - Call - Inbound created on 12/18/2017 13:27:57 (GMT-07:00) Arizona and created by William Bushong

cust states

1. i am waiting to hear back
2. the tcs is checking with someone else

writer states

1. apologized
2. looks like the tcs is reaching out to the DPSM

cust states

1. the dealer is not calling me back
2. the wiring was burning
3. my husband took the visor apart that broke the mirror to stop the burning

writer states

1. i am sorry to hear that

cust states

1. this should be covered

writer states

1. apologized

*** filled out fire script ***

writer states

1. i will dispatch this to our NCA

*** 12/18/2017 13:53:37 (GMT-07:00) Arizona ***

Dispatched from WIPBin = Default to Queue National CA by William Bushong

Reason:

*** Email - External Email Sent commitment fulfilled on 12/19/2017 08:04:59 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 12/15/2017 closed by Colby Duncan ***

*** 12/19/2017 07:51:12 (GMT-08:00) Pacific Time (US & Canada) ***

Kia Motors America

Consumer Affairs Department

Page 4 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
██████	██████	5XYPH4A11GG ██████	██████	35.600
Lakeland ,	FL , ██████	Prod. Date: 01/15/2015	Dealer: FL113	Regal KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** 12/19/2017 07:57:13 (GMT-08:00) Pacific Time (US & Canada) ***

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

Reason:

*** Phone - Call - Outbound created on 12/20/2017 10:43:25 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt left a VM for the customer.

*** Phone - Call - Outbound created on 12/20/2017 10:43:44 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt left a VM for the svc department.

*** Phone - Call - Inbound commitment created on 12/20/2017 10:44:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/04/2018 and created by Ryan Ristow ***

*** 12/20/2017 11:26:43 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** Phone - Call - Inbound commitment created on 12/20/2017 10:44:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/04/2018 and created by Ryan Ristow ***

Customer left a VM.

Wrt left a VM for the customer

*** Phone - Call - Inbound commitment created on 12/20/2017 10:44:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/11/2018 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 01/08/2018 13:47:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/11/2018 closed by Ryan Ristow ***

Wrt spoke with customer:

1. provided update.
2. I will call you back as soon as I have an update.

*** Email - External Email Received commitment created on 01/08/2018 13:47:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/11/2018 and created by Ryan Ristow ***

*** 01/09/2018 10:12:11 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 01/09/2018 10:12:58 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 5. Review and Sub Status of Assigned

*** Email - External Email Received commitment fulfilled on 01/11/2018 10:33:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/11/2018 closed by Ryan Ristow ***

Good Morning Ryan,

Here is the information you requesting for customer ██████ ██████

Customer's concern from ro# ██████ dated 12/2/17 mileage: 35481

Kia Motors America

Consumer Affairs Department

Page 5 of 6

<u>Last name</u>	<u>name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPH4A11GG			35.600
Lakeland , FL ,		Prod. Date: 01/15/2015		Dealer: FL113	Regal KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

C/s passenger side vanity mirror was stuck open, wiring is burnt-interior lights would not stay working kept blowing fuses, was a burning smell check and advise.

I spoke with Ashley the service advisor this morning in regards to the customer's concern. She also stated that the customer told her that he ripped the mirror out.

When speaking with Marcus the technician, he stated that he didn't find anything burnt from a visual aspect as light is mounted in roof.

Also found Sun visor/Mirror assy damaged by customer as the sliding door to open the mirror was broken as well as the Mirror was broken as well.

Technician stated that this concern was not a warrantable repair, that concern was damaged by the customer.

Regards,

Grace Giaccone

*** Research - Others commitment created on 01/11/2018 10:33:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/12/2018 and created by Ryan Ristow ***

*** Research - Others commitment fulfilled on 01/12/2018 12:58:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/12/2018 closed by Ryan Ristow ***
Wrt reviewed with KMA engineers.

*** Others - Others commitment created on 01/12/2018 12:58:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/19/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 01/12/2018 13:09:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/12/2018 closed by Ryan Ristow ***
Wrt contacted the customer;

1. I got information from the dealer.
2. They were informing me that they were unable to identify any concerns regarding the light.
3. We can get back in to rereview if you like.

Customer replied:

1. No, that dealer never duplicates a concern.

Wrt replied:

1. Okay, well lets get it to another dealer.

Customer replied;

1. Okay, that sounds good.

*** Phone - Call - Inbound commitment created on 01/12/2018 13:09:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/19/2018 and created by Ryan Ristow ***

*** 01/12/2018 13:09:44 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

Kia Motors America

Consumer Affairs Department

Page 6 of 6

<u>Last name</u>	<u>name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPH4A11GG			35.600
Lakeland , FL ,		Prod. Date: 01/15/2015		Dealer: FL113	Regal KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Exterior Lamp

*** Phone - Call - Inbound commitment fulfilled on 01/19/2018 13:28:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/19/2018 closed by Ryan Ristow ***

Wrt contacted the customer:

1. Was an appointment set with the dealer?

The customer replied;

1. Yes the first Monday of February at Regal Kia.

*** Phone - Call - Outbound commitment created on 01/19/2018 13:28:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/31/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment created on 01/19/2018 13:28:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/01/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 02/01/2018 13:37:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/01/2018 closed by Ryan Ristow ***

Wrt contacted the Kia dealer and informed them that the photos were needed.

Wrt approved rental for the customer.

*** Phone - Call - Outbound commitment created on 02/01/2018 13:37:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/05/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment created on 02/01/2018 13:37:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/06/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment created on 02/01/2018 13:37:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/07/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment created on 02/01/2018 13:37:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/08/2018 and created by Ryan Ristow ***

*** Phone - Call - Inbound created on 02/08/2018 07:43:41 (GMT-07:00) Arizona and created by Kevin Brazzle ***

Cust states:

1. The veh is fixed, Regal was awesome.

2. Wanted to make sure my info is correct as well.

Writer States:

1. Glad to hear Dlr took good care of cust.

2. Confirmed mailing address.

Cust thanked writer

*** Phone - Call - Outbound commitment fulfilled on 02/08/2018 08:05:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/08/2018 closed by Ryan Ristow ***

Vehicle is repaired.

*** 02/08/2018 08:06:09 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Repaired at Dlr

[Resolution Summary]

Case closed pending customer or dealer contact.

Kia Motors America

Consumer Affairs Department

Page 1 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPG4A35GG	[REDACTED]	[REDACTED]	32.000
Dickinson ,	TX, [REDACTED]	Prod. Date: 08/18/2015	Dealer: TX114 Gay Family KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 12/08/2017 13:52:39 ***

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

*** Phone - Call - Inbound created on 12/08/2017 13:52:44 and created by Alicia Younger ***

Cust states:

1. My car caught on fire under the steering wheel.
2. Dlr told me to call you to start a claim.

Wtr states:

1. Apologized.
2. To confirm, you are safe and the car is at the dlr, correct?

Cust states:

1. Yes, mam.

Wtr states:

1. Completed fire interview.
2. Advised that someone from our escalation team will reach out to you in regards to your concern in 2-3 business days.
3. Gave case#.

Cust states:

1. Other question, why am i not being notified of any recalls?

Wtr states:

1. Advised that only showing service alerts, not service campaigns/recalls.
2. Explained difference between SA and SC.
3. Advised that would receive SC notifications via address filed with state DMV.

Cust states:

1. This is my third Kia.
2. I just want to feel safe in my veh.

*** Phone - Call - Outbound created on 12/08/2017 14:15:52 and created by Alicia Younger ***
TX114 / [REDACTED]

Wtr states:

1. Called dlr to complete service template.
2. Left vm with case#, 800#, and last 8 of VIN.
3. Advised that anyone that answers return call, can assist with gathering necessary information.

*** Phone - Call - Outbound commitment created on 12/08/2017 14:27:43 with Commitment Date 12/11/2017 and created by Alicia Younger ***

*** Phone - Call - Outbound commitment fulfilled on 12/11/2017 09:39:06 with Commitment Date 12/11/2017 closed by Alicia Younger ***

Wtr states:

1. Called dlr to complete service template.
2. Left vm with case#, 800#, and last 8 of VIN.
3. Advised that anyone that answers return call, can assist with gathering necessary information.

*** Email - Internal Email Sent commitment created on 12/11/2017 09:39:19 with Commitment Date 12/12/2017

Kia Motors America

Consumer Affairs Department

Page 2 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A35GG			32.000
Dickinson ,	TX,	Prod. Date: 08/18/2015	Dealer: TX114 Gay Family KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

and created by Alicia Younge ***

*** Phone - Call - Inbound created on 12/11/2017 12:01:12 (GMT-07:00) Arizona and created by Christian Portrey ***

Svc Mgr Billy Moore:

1. I was calling in on a VM I got.

Wrt:

1. Apologized.
2. This would be a case you wouldn't have looked at yet.
3. It should go to another dept to authorize you.
4. Let me inform the case manager.

Svc Mgr:

1. Thank you.

*** Note - Others commitment fulfilled on 12/11/2017 12:49:30 with Commitment Date 12/12/2017 closed by Alicia Younge ***

Forward to ECR

1. Customer states my car caught on fire under the steering wheel.
2. Vehicle is currently down at TX114.
3. Customer is requesting just want to feel safe in my veh.
4. Please review and follow up accordingly.

*** 12/11/2017 12:59:08 ***

Dispatched from WIPBin = to Queue National CA by Alicia Younge
Reason:

*** 12/12/2017 07:53:36 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 12/12/2017 07:59:18 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 12/12/2017 09:17:46 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Please advise

Cust states

1. I was driving and noticed plastic dripping onto my foot
2. Went into ditch and car caught on fire
3. Car is at dlr
4. Have contacted Geico and they did send an adjuster

Wrt states

1. Thank you for information
2. Please provide photos and report if available
3. Will contact dlr
4. You may also provide my contact info to your insurance

Kia Motors America
Consumer Affairs Department

Page 3 of 14

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPG4A35GG [REDACTED]	[REDACTED]	32,000
Dickinson, TX, [REDACTED]	Prod. Date: 08/18/2015		Dealer: TX114 Gay Family KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

5. Will review and follow up

6. Please contact me if you have any questions.

Cust states

1. Thank you

*** Email - External Email Sent created on 12/12/2017 09:22:08 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Tuesday, December 12, 2017 9:18 AM

To: [REDACTED]

Subject: Kia Motors America [REDACTED]

Hello [REDACTED]

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

Thank you,

*** Email - External Email Sent created on 12/12/2017 14:41:38 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Tuesday, December 12, 2017 2:41 PM

To: 'jpotter@gayfamilyauto.com'

Subject: Kia Motors America [REDACTED] / 5XYPG4A35GG [REDACTED]

Hi Justin,

Thank you for speaking with me. As discussed, please provide photos of damage and harness. Please contact me if you have any questions or concerns.

Thank you,

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/14/2017 and created by Alex Villalpando ***

*** 12/12/2017 14:45:42 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin default and Sub Status of Assigned

*** Phone - Call - Outbound created on 12/14/2017 08:36:56 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Justin at Dlr. Justin advised will send docs

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/15/2017 and created by Alex Villalpando ***

*** Note - Others created on 12/15/2017 14:10:39 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Reviewed with KMA engineers

Kia Motors America

Consumer Affairs Department

Page 4 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A35GG			32.000
Dickinson ,	TX, 77539	Prod. Date: 08/18/2015	Dealer: TX114 Gay Family KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Outbound created on 12/15/2017 14:11:19 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. After review, would like to repair vehicle

Cust states

1. Okay thank you
2. I have some questions
3. What caused it
4. Will car be safe
5. need a rental, Insurance is requesting it back
6. Also body damage

Wrt states

1. Unsure of what caused event at this time, will review old parts
2. Will check vehicle before releasing back to you
3. Will contact dlr to authorize rental
4. Will review body damage with dlr and follow up
5. Please wait to work with insurance company at this time

Cust states

1. Okay thank you

*** Phone - Call - Outbound created on 12/18/2017 11:52:52 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with Dlr. Left message for CB

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/18/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 12/20/2017 09:16:29 (GMT-07:00) Arizona and created by Angel Soto ***
Billy SVC Dir TX114:

1. I wanted you to know that I had requested info from cust
2. Just wanted to follow up

Writer states:

1. This case is at NCA with Alex Villalpando

Billy SVC Dir TX114:

1. Can you let Alex know that I am wanting to move this forward, the veh has been here for 15 days, would like to know what is going on so we can proceed.

Writer states:

1. Writer has documented your concern

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/20/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/21/2017 and created by Alex Villalpando ***

Kia Motors America
Consumer Affairs Department

Page 5 of 14

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPG4A35GG [REDACTED]	[REDACTED]	32,000
Dickinson, TX, 77539		Prod. Date: 08/18/2015	Dealer: TX114	Gay Family KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/22/2017 and created by Alex Villalpando ***

*** Email - External Email Sent created on 12/22/2017 12:46:10 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Friday, December 22, 2017 12:46 PM

To: 'Billy Moore'

Subject: Kia Motors America [REDACTED] / 5XYPG4A35GG [REDACTED]

Billy,

Per our conversation, please submit this repair as a G61 claim through your warranty admin.

Please see below for details of the repair.

PWA # (Kcase): [REDACTED]

Dealer Name: Gay Family Kia

Dealer Code: TX114

Date of Approval: 12/22/17

Dealer Contact: Billy

Est. Repair Cost: \$6,871.22

Description of approved repair: R&R Harness, pedal assy, and body damage

Vehicle: 2016 Sorento - 5XYPG4A35GG [REDACTED]

RO #:

*All repairs for which KMA has authorized a dealer to perform will only be reimbursed by KMA at the warranty labor and parts markup rate in effect at the time of repair.

If you have any further questions, please contact your DPSM or myself.

Please send confirmation of your acknowledgement.

Thank you,

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/04/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 01/04/2018 09:59:32 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with Mr. [REDACTED]

1. I want to speak with my case manager
2. I want to know what happened to my car

Wtr advised:

1. Case manager is unavailable at the moment
2. Can have him give you a call back

Mr. [REDACTED]

1. Yes

2. Personal: [REDACTED]

2. Work: [REDACTED]

Kia Motors America

Consumer Affairs Department

Page 6 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A35GG			32.000
Dickinson ,	TX, 77539	Prod. Date: 08/18/2015	Dealer: TX114 Gay Family KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

call ended

*** Phone - Call - Outbound created on 01/04/2018 10:28:51 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case

Cust states

1. Frustrated about situation
2. Spoke to the dlr and they do not know what caused it
3. Do not know when vehicle will be completed
4. I have a payment coming up on the 15th

Wrt states

1. Apologize
2. Will contact dlr and follow up
3. At this time unsure of exact cause
4. Parts will be sent back to us for review
5. Can review for assistance
6. How much are your car payments?
7. Can follow up for assistance once vehicle is completed
8. Please provide documents for review

Cust states

1. I understand
2. Car payments are around \$537
3. Just very frustrated and feel unsafe

Wrt states

1. Will contact dlr and follow up

Cust states

1. Thank you

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/05/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 01/08/2018 13:36:44 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Billy at dlr. Billy advised waiting on parts. ETA 1/15/18

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/09/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/15/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 01/17/2018 13:39:25 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with cust. Left message for CB

Kia Motors America

Consumer Affairs Department

Page 7 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A35GG			32.000
Dickinson ,	TX, 77539	Prod. Date: 08/18/2015		Dealer: TX114	Gay Family KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/19/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 01/17/2018 14:20:01 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Cust attempted contact.

*** Phone - Call - Outbound created on 01/17/2018 14:21:16 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states

1. Hello contacting in regards to case
2. Have not yet received docs

Cust states

1. Wife was able to find it and will send it
2. Have spoken to Billy who has given us an update
3. Thank you for following up

Wrt states

1. Thank you
2. Will contact dlr
3. Will review and follow up

*** Phone - Call - Outbound created on 01/19/2018 15:28:33 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Billy at dlr. Billy advised service repairs will be done Monday and vehicle will then be taken to bodyshop

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/31/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/29/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 01/29/2018 13:43:36 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Billy at dlr. Billy advised vehicle will be complete in about 1 week.

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/30/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 01/30/2018 09:38:12 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states

1. Hello contacting in regards to case
2. Have contacted Billy at dlr
3. Billy advised vehicle is at bodyshop and should be completed in about 1 week

Cust states

1. Okay
2. Have the parts been sent back to you

Kia Motors America

Consumer Affairs Department

Page 8 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A35GG			32.000
Dickinson ,	TX, 77539	Prod. Date: 08/18/2015	Dealer: TX114 Gay Family KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wrt states

1. Request has been made for parts and should arrive soon
2. Will follow up with updates.

cust states

1. Okay thank you

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/06/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 01/31/2018 09:24:39 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

Customer States:

1. Supposed to pick up the vehicle today.
2. CM requested to call before it is picked up.

Writer States:

1. Apologized.
2. CM not available, will email request to call back.

Customer States:

- 1 Thank you.
- Thank you, call ended.

*** Phone - Call - Outbound created on 01/31/2018 14:44:12 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Have contacted Billy at dlr and been advised vehicle is ready for pick up
3. As discussed, have reviewed for GW
4. After review, see car has been down for about 2 months

Cust states

1. My concern is that we still do not know the cause of this and unsure about safety
2. We really want to trade the car in
3. We want to get another Kia and have had 3 Kias
4. Do not want to be upside down

Wrt states

1. I understand
2. Sales would be handled through the dlr
3. Unable to offer repurchase
4. Would refer to WCIM
5. Can offer to assist with 2 car payments

Cust states

1. We want to get another car but do not want to be upside down. this would help with trade in
2. \$2,000 would help with this
3. Requesting this

Wrt states

Kia Motors America

Consumer Affairs Department

Page 9 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPG4A35GG ██████████	██████████	32.000
Dickinson, TX, 77539		Prod. Date: 08/18/2015	Dealer: TX114 Gay Family KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. Can review and follow up with you

Cust states

1. Thank you

*** Phone - Call - Outbound created on 02/01/2018 11:16:47 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Have reviewed
3. At this time, able to offer 3 car payments
4. also can offer 3 years/36,000 of oil changes and tire rotations

Mrs. ██████████ states

1. Please contact Mr. Reyes at dlr. 409 218 7103
2. Then call my husband
3. He has the final say

Wrt states

1. I will
2. Thank you

*** Phone - Call - Outbound created on 02/01/2018 11:18:28 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with Mr. Reyes at dlr. Left message for CB

*** Phone - Call - Outbound created on 02/01/2018 11:19:07 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Have contacted wife already
3. After review, able to offer 3 car payments and 3 years/36,000 mileage of oil changes and tire rotations

Mr. ██████████ states

1. that sounds great
2. Did speak to Mr. Reyes at dlr yesterday
3. He said he can help us get into a new Sorento
4. He said to give him 24 hours and that he will speak to you also

Wrt states

1. Have attempted contact
2. will follow up

Cust states

1. Thank you

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/02/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 02/02/2018 15:00:45 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Kia Motors America
Consumer Affairs Department

Page 10 of 14

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPG4A35GG [REDACTED]	[REDACTED]	32,000
Dickinson,	TX, 77539	Prod. Date: 08/18/2015	Dealer: TX114	Gay Family KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wrt contacted Justin Reyes at dlr.

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/05/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 02/07/2018 07:38:53 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Justin at dlr attempted contact

*** Phone - Call - Outbound created on 02/07/2018 07:39:18 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Justin and advised cust has purchased new vehicle.

*** Phone - Call - Outbound created on 02/07/2018 09:47:53 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states

1. Hello contacting in regards to case
2. Have contacted Justin Reyes at dlr and he has advised that you have purchased a new vehicle
3. Was a maintenance contract purchased
4. Justin also advised that reimbursement check will be sent to dlr for you to sign over to dlrr

Cust states

1. Yes we did and everything went great
2. We did not purchase one so that our payments could be the same
3. that is correct

Wrt states

1. Can offer maintenance contact for new vehicle
2. Reimbursement of 3 car payments will require release
3. Once returned, will begin process

Cust states

1. that sounds great
2. thank you for your help

Wrt states

1. Please contact me if you have any questions.

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/08/2018 and created by Alex Villalpando ***

*** Email - External Email Sent created on 02/09/2018 15:51:07 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Friday, February 09, 2018 3:51 PM

To: [REDACTED]

Subject: Kia Motors America [REDACTED]

Hello Mr. and Mrs. [REDACTED]

Thank you for speaking with me the other day. Per our discussion, please see attached.

Kia Motors America

Consumer Affairs Department

Page 11 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A35GG		32.000
Dickinson ,	TX, 77539	Prod. Date: 08/18/2015	Dealer: TX114	Gay Family KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Please contact me if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/14/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 02/14/2018 09:00:16 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Have you received email

Cust states

1. Yes
2. Will send today

Wrt states

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

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/19/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/26/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2018 and created by Alex Villalpando ***

*** 02/20/2018 10:43:39 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: 129417 Submitted

*** 02/20/2018 10:46:49 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: 129421 Submitted

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/06/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 02/20/2018 10:24:25 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

NA

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/14/2018 and created by Alex Villalpando ***

*** 03/09/2018 17:04:07 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: 129417 Submitted

Kia Motors America Consumer Affairs Department

Page 12 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A35GG			32.000
Dickinson ,	TX, 77539	Prod. Date: 08/18/2015		Dealer: TX114	Gay Family KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 03/09/2018 17:07:42 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 129417 Submitted

*** 03/09/2018 17:19:16 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 129421 Submitted

*** 03/12/2018 12:58:13 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 129417 Final Approved

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/16/2018 and created by Alex Villalpando ***

*** Letter - Letter Sent created on 03/15/2018 11:19:26 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt mailed check this date.

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/20/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 03/21/2018 10:34:04 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
na

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/04/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/11/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 12/12/2017 14:41:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/18/2018 and created by Alex Villalpando ***

*** Note - Others created on 04/17/2018 09:22:41 and created by Kevin Hanson ***
Mailed KCCMP [REDACTED] to cust on 4/17/18.

*** Phone - Call - Inbound commitment updated on 04/18/2018 09:06:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/19/2018 and updated by Alex Villalpando ***

*** Note - Others created on 05/14/2018 11:52:00 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Consumer Affairs authorized amount:
\$7,558.54
PWA12570523

*** Phone - Call - Inbound created on 05/14/2018 11:52:56 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
na

*** Phone - Call - Inbound commitment updated on 05/14/2018 16:06:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/18/2018 and updated by Alex Villalpando ***

Kia Motors America

Consumer Affairs Department

Page 13 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A35GG			32.000
Dickinson ,	TX, 77539	Prod. Date: 08/18/2015	Dealer: TX114 Gay Family KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound commitment updated on 05/18/2018 10:53:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/23/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/22/2018 15:38:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/29/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 05/29/2018 17:02:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/29/2018 closed by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 05/29/2018 17:05:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/31/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 05/31/2018 10:42:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/31/2018 closed by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 05/31/2018 10:43:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/06/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 06/06/2018 11:45:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/20/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 06/20/2018 11:27:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/25/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 06/25/2018 13:55:39 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/27/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 06/27/2018 10:47:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/02/2018 and updated by Alex Villalpando ***

*** 06/27/2018 16:40:47 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 129421 Final Approved

*** Phone - Call - Inbound commitment updated on 07/02/2018 08:51:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/11/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 07/11/2018 11:34:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/18/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 07/18/2018 09:28:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/25/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 07/25/2018 11:33:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/03/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 08/03/2018 09:48:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/16/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 08/16/2018 14:55:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 08/23/2018 10:03:22 (GMT-08:00) Pacific Time (US & Canada)

Kia Motors America

Consumer Affairs Department

Page 14 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPG4A35GG	██████████	██████████	32.000
Dickinson ,	TX, 77539	Prod. Date: 08/18/2015	Dealer: TX114 Gay Family KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

with Commitment Date 09/05/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 09/05/2018 10:07:18 (GMT-08:00) Pacific Time (US & Canada)
with Commitment Date 09/05/2018 closed by Alex Villalpando ***

*** 09/05/2018 10:07:23 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Alex Villalpando with Resolution Code : Goodwill Issued

[Resolution Summary]

Pending further contact.

Kia Motors America

Consumer Affairs Department

Page 1 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A36GG			35.500
Bedford , OH, 44146		Prod. Date: 05/01/2015		Dealer: OH055 KIA of Bedford	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 02/20/2018 14:25:02 (GMT-07:00) Arizona ***

Contact = Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 02/20/2018 14:14:55 (GMT-07:00) Arizona and created by Sasha Kerns ***

Customer states:

- 1: Driving vehicle yesterday
- 2: Someone was blowing at me, back of vehicle on fire, near tail lights
- 3: Need my vehicle fixed or rental
- 4: They wont tell me why it happened

Writer states:

- 1: Apologized
- 2: Advised will contact dealer
- 3: Advised will send case to ECR

**Fire script completed

*** Phone - Call - Outbound created on 02/20/2018 14:27:10 (GMT-07:00) Arizona and created by Sasha Kerns

Spoke to Aubry in service:

- 1: Tech hasn't yet diagnosed it

Customer Name:

Customer phone #:

Customer address:

VIN: 5XYPG4A36GG

MY and Mileage: 2016 Mileage 35665

Most recent RO# Open Date and Close date (if applicable): RO# Open 2/19 Closed

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

Most recent Repair Issue and Diagnosis:

Customer says, vehicle caught fire

Able to Duplicate (Y or N): Y

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

Repair History of current concern with RO#, Open and Closed dates with mileage:

ETA for completion of repairs (if applicable): N/A

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

Techline Case (if applicable): N/A

Rental / Loaner Provided? If so, since when?: N/A

Dealer contacted DPSM (if needed):

Vehicle repaired?: N

Customer has possession?: N

Dealer Code/Selling Dealer (Y or N): OH055

Original Owner (Y or N):

What is current Customer Request (if needed): N/A

Writer states:

- 1: Thank you

*** Note - Others created on 02/20/2018 14:31:58 (GMT-07:00) Arizona and created by Sasha Kerns ***

Forward to NCA

- 1 Customer alleges the vehicle caught fire

- 2 Vehicle is currently down at OH055

Kia Motors America

Consumer Affairs Department

Page 2 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A36GG			35.500
Bedford , OH, 44146		Prod. Date: 05/01/2015		Dealer: OH055 KIA of Bedford	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

3 Customer is requesting to have vehicle fixed or rental while down

4 Please review and follow up accordingly

*** 02/20/2018 14:54:28 (GMT-07:00) Arizona ***

Dispatched from WIPBin = Default to Queue National CA by Sasha Kerns

Reason: Customer alleges product liability, vehicle caught fire

*** 02/21/2018 07:41:09 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** 02/21/2018 07:51:04 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup

Reason:

*** Email - External Email Sent created on 02/21/2018 12:00:40 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Sent email to Service Manager Mike DeLisi at dealer OH055 (mkdelisi8@gmail.com) and CC'd DPSM JSparling: Requested additional photos

*** 02/21/2018 12:02:50 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** Note - Others created on 02/21/2018 12:52:43 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Techline has requested additional photos and damaged components to be sent to KMA.

*** 02/21/2018 12:56:04 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Repaired at Dlr

[Resolution Summary]

*** 02/22/2018 09:47:57 ***

Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 02/22/2018 09:48:02 and created by Edward Blair ***

Cust states

1. I have a rental on Tuesday 2/20/18; was speaking to Anthony @440-735-4000
- 2..I am paying \$415.00 for 3 days @\$56.00 / day for rental AT Enterprise: RA#1G1PS8; 216-348-0700
3. [REDACTED] is the name under the rental agreement & I am a driver

Writer states:

- 1.I am very sorry about the veh and this situation
- 2.We will update the case for you
- 3.Writer called CSR Samuel Kim and left VM to call cust
4. Advise we will follow up with dealer and cust

Cust states:

1. Ok thanks for your help

*** Phone - Call - Outbound created on 02/22/2018 10:06:30 and created by Edward Blair ***

Writer Called OH055 and left VM for service adviser Anthony @ 440-735-4000

- 1.Calling on case

Kia Motors America

Consumer Affairs Department

Page 3 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A36GG			35.500
Bedford , OH, 44146		Prod. Date: 05/01/2015		Dealer: OH055 KIA of Bedford	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. Please call back with veh repair status
3. Provided cust name and phone number

*** 02/22/2018 11:37:19 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** Phone - Call - Outbound created on 02/22/2018 11:37:40 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called and spoke with

Writer states:

1. Calling in regards to a 2016 Kia Sorento
2. Writer advised customer vehicle is being repaired
3. I would be more than happy to reimburse you the cost of the rental minus gas or insurance
4. Please have Enterprise fax over a copy of the final invoice
5. Gave customer call back number and fax number
6. Where would you like the check to be mailed to?

Customer states:

1. , Cleveland OH
2. The day that happened, I was moving
3. Thank you very much

*** Phone - Call - Inbound created on 02/23/2018 11:11:25 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from customer:

1. Hi Sam
2. This is
3. I spoke with you yesterday about the Kia Sorento 2016
4. My vehicle is at Kia of Bedford
5. I spoke with someone and I was telling them that I don't want that car back because I don't feel safe
6. That's the second thing that's happened to that car within the last couple of weeks
7. If you can give me a call back as soon as possible and we can discuss this and you can let me know what my options are
8. My number is
9. Thank you

*** 02/23/2018 11:13:15 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin GW Processing and Sub Status of Working

*** Email - External Email Sent created on 02/23/2018 11:43:53 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Sent email to Service Manager Mike DeLisi at dealer OH055 (mkdelisi8@gmail.com) and CC'd DPSM JSparling: Requested update

*** Phone - Call - Inbound created on 02/26/2018 05:29:05 and created by Edward Blair ***

Cust

1. i was calling to see if there was any updates for my veh
2. I spoke with Samuel on last week
3. He stated that the dealer has to send the parts off to be inspected
4. I am still paying for rental as well

Kia Motors America

Consumer Affairs Department

Page 4 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A36GG		35.500
Bedford , OH, 44146		Prod. Date: 05/01/2015	Dealer: OH055 KIA of Bedford	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

5.I want some answers

Writer

1.I am sorry

2.I will notate

3.Writer called CSR Samuel Kim and left VM to call cust

4. Advise we will follow up with dealer and cust

*** Email - External Email Received created on 02/26/2018 10:46:41 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received email from Service Manager Mike DeLisi at dealer OH055 (mkdelisi8@gmail.com)

Hi Sam,

Can you please call my cell phone 330-805-1160 when you have a moment, I have a couple of questions regarding this vehicle.

Techline and Engineering have requested we ship the bumper to California for inspection, is there a specific shipper they use?

Is there any way someone can send us a shipping label and arrange pick up as this part will need to be trucked due to it's physical size.

Also the customer is insisting that someone provide alternate transportation.

Any assistance with this is greatly appreciated.

*** Phone - Call - Outbound created on 02/26/2018 10:50:22 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called dealer OH055 and left message for Service Manager Mike DeLisi at dealer OH055 (330)805-1160

1. Requested call back

2. Left call back number

*** Email - External Email Sent created on 02/26/2018 10:51:09 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Sent email to Service Manager Mike DeLisi at dealer OH055 (mkdelisi8@gmail.com)

Do you guys by any chance use Fedex? If yes, I can give you our account number and you can go ahead and bill it to our account.

And yes, please place the customer in a loaner or a rental.

*** Phone - Call - Inbound created on 02/26/2018 11:19:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received call from Service Manager Mike DeLisi at dealer OH055

Dealer states:

1. I was out of the office when you called

2. Thank you

Writer states:

1. Writer gave Fedex account number

Kia Motors America

Consumer Affairs Department

Page 5 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A36GG			35.500
Bedford	, OH, 44146	Prod. Date: 05/01/2015	Dealer: OH055 KIA of Bedford		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Outbound created on 02/26/2018 11:26:25 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called and spoke with Ms. [REDACTED]

Writer states:

1. Calling in regards to your 2016 Kia Sorento
2. Your vehicle is being repaired under the terms of the warranty
3. Writer has authorized a rental or a loaner
4. If you are requesting a repurchase, you will need to follow the guidelines as outlined in the WCIM
5. Per our previous conversation, please have Enterprise fax us the final rental invoice

Customer states:

1. I appreciate it, thank you

*** 02/26/2018 11:29:33 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 2/26 (Monday) and Sub Status of Working

*** 02/27/2018 17:11:43 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Dealership Repair and Sub Status of Working

*** Fax - Fax Received created on 02/27/2018 17:11:54 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received Enterprise invoice via fax.

*** Phone - Call - Inbound created on 03/06/2018 12:04:25 (GMT-07:00) Arizona and created by Michael Haynes ***

The caller states:

1. I need to speak to Sam
2. I keep getting his VM
3. Gives case #

The writer states:

1. May I place you on hold while I try to reach him?

Writer dials (949) 468-1194 three times. Busy signal

2. Thank you for holding, apologizes hold
3. Apologizes, I got a busy signal with Sam
4. What were you wanting to reach him about?

The caller states:

1. I need to know what caused this fire for my insurance

The writer states:

1. I will document your call and request for callback

The caller states:

1. Thank you

*** Phone - Call - Inbound created on 03/06/2018 16:20:26 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from customer:

1. Hi Samuel

Kia Motors America

Consumer Affairs Department

Page 6 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A36GG			35.500
Bedford , OH, 44146		Prod. Date: 05/01/2015		Dealer: OH055 KIA of Bedford	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. This is [REDACTED]
3. I'm calling from for in reference of my 2016 Kia Sorento
4. The case number is [REDACTED]
5. I'm calling to find out if they find out what happened to the vehicle to cause the fire
6. I need to know this information soon as possible because I have a payment coming up
7. I can't get assistance with this payment until they diagnose what's going on with the car
8. So you get this message as soon as possible, give me a call back at [REDACTED]
9. Thank you

*** Phone - Call - Outbound created on 03/06/2018 16:22:28 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called and spoke with [REDACTED]

Writer states:

1. I received your message

Customer states:

1. The insurance company needs to know what happened so they can contact my financing company to defer the payment

Writer states:

1. Writer would classify it as electrical in nature
2. Referred customer to WCIM
3. Let me look into the status of your vehicle and I will call you back

Customer states:

1. Do I have to go through this thick booklet to have my vehicle repurchased?
2. Okay

*** Letter - Letter Received created on 03/06/2018 16:58:21 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Part(s) signed for by Warranty Parts Return Administrator GGutierrez. Fedex tracking number 5XYPGDA56GG [REDACTED]

*** Note - Others created on 03/06/2018 17:00:48 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Reviewed case with KMA Engineer:

1. Have dealer proceed with repairs

*** Email - Internal Email Received created on 03/08/2018 10:51:04 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received email from PQ sent to Service Manager Mike DeLisi at dealer OH055 (mkdelisi8@gmail.com) and CC'd to DPSM JSparling:

Hi Samuel

I apologize I did not know what we were supposed to do next I was waiting to hear from engineering and NCA team I will contact the tech and advise him to continue with repairs.

*** Phone - Call - Inbound created on 03/08/2018 10:52:10 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from customer:

1. Hi Mr Samuel
2. This is [REDACTED] with the 2016 Kia Sorento
3. I spoke with you yesterday

Kia Motors America

Consumer Affairs Department

Page 7 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A36GG			35.500
Bedford	, OH, 44146	Prod. Date: 05/01/2015	Dealer: OH055 KIA of Bedford		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

4. I was intending on asking you, did you receive the fax from Enterprise so I can be reimbursed for my rental car that I had
5. I'd like to know if you mailed that out
6. Could you give me a call back or text me and let me know did you receive that text soon as possible
7. Thank you and have a great day

*** Note - Others created on 03/08/2018 17:14:45 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

One-time, goodwill to customer of \$278.66 for rental reimbursement:

\$249.99 + \$6.00 + \$2.03 = \$258.02

\$258.02 x 8.0% tax = \$20.64

TOTAL = \$278.66

*** Phone - Call - Outbound created on 03/09/2018 10:58:20 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called Enterprise in Cleveland, OH and spoke with Jorge (216)348-0700

Writer states:

1. Calling in regards to rental agreement #
2. Calling to verify this invoice has been paid in full
3. Was it or that paid for the rental?
4. Thank you

Jorge states:

1. It looks like it was

*** Phone - Call - Outbound created on 03/09/2018 11:00:33 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called and spoke with

Writer states:

1. Enterprise is stating it was who paid for the rental
2. Therefore, I can only issue the check to Mr.

Customer states:

1. He's a cousin
2. He was with me, I didn't have proof of residence so he used his card

*** Email - External Email Sent created on 03/09/2018 12:21:02 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Sent email to Service Manager Mike DeLisi at dealer OH055 (mkdelisi8@gmail.com) and Warranty Administrator Aubrey Hahn (aubrey.hahn@yahoo.com) and CC'd DPSM JSparling:

Hi Mike/Aubrey,

Could you do me a favor and submit the attached rental invoice along with the warranty claim and reimburse Mr. (Mr. paid for the rental because Ms. did not have a physical mailing address). The customer had paid for the rental out of pocket while waiting for KMA's decision on repairs.

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

*** Phone - Call - Inbound created on 03/12/2018 11:01:05 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from customer:

1. Hi Mr. Samuel

Kia Motors America
Consumer Affairs Department

Page 8 of 8

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPG4A36GG [REDACTED]	[REDACTED]	35,500
Bedford, OH, 44146		Prod. Date: 05/01/2015	Dealer: OH055 KIA of Bedford	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. This is [REDACTED]
3. I was calling you with the information for the reimbursement for the rental car
4. The name is [REDACTED]
5. The address is [REDACTED], Cleveland OH [REDACTED]
6. Thank you and please and could you please send him that as soon as possible
7. Thank you and have a great day

*** 03/16/2018 10:52:24 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin GW Processing and Sub Status of Working

*** Phone - Call - Inbound created on 03/16/2018 10:59:42 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from customer:

1. Hi Sam
2. This is [REDACTED] calling for the Sorento 2016
3. I was calling to see if you had spoken to people at Kia to find out when they're going to have the car repaired
4. No one called me yet and every time I call, they don't have any information for me
5. And I need to know if you got that information to send that check to [REDACTED], [REDACTED], Cleveland OH [REDACTED]
6. Please give me a call confirming that you got this message
7. Thank you and have a blessed day

*** Phone - Call - Outbound created on 03/16/2018 11:02:18 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called dealer OH055 and spoke with Service Manager Mike DeLisi

Writer states:

1. Calling to get an update on customer's vehicle
2. Thank you

Dealer states:

1. I have the car at a collision center

*** Phone - Call - Outbound created on 03/16/2018 11:07:29 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called and spoke with [REDACTED]

Writer states:

1. Your vehicle is currently in the body shop
2. The dealership will be issuing you a check for the rental

Customer states:

1. I appreciate it

*** Note - Others created on 03/30/2018 17:01:37 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

TREAD review complete.

*** 04/03/2018 14:02:16 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Repaired at Dlr

[Resolution Summary]

Kia Motors America

Consumer Affairs Department

Page 1 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
██████	██████	5XYPGDA38GG ██████	██████	55.000
Columbus ,	OH, 43228	Prod. Date: 08/19/2015	Dealer: OH026 Hatfield KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Case History

*** 04/25/2018 07:06:35 (GMT-07:00) Mountain Time (US & Canada) ***

Contact = ██████ ██████ Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 04/25/2018 07:18:10 (GMT-07:00) Mountain Time (US & Canada) and created by Julie Miller ***

Customer States:

1. Alleges car caught fire

Writer Advised:

1. I am so sorry to hear that
2. KMA will review concerns
3. *Took fire script*
4. Will get case forwarded and customer should be contacted in 2-3 business days

Customer States:

1. Okay thank you
2. The dealer is waiting on Kia they said that is why they gave me this number to call
3. My husband is still freaking out as he was in the car when this happened
4. There is security footage of this happening as my husband was in his work parking lot, we have requested this footage but will need to go through corporate offices to gather footage
5. We would like to resolve this through Kia and not get a lawyer involved

Writer Advised:

1. Understood, will get case to appropriate office
2. Thanked for information

*** Phone - Call - Outbound created on 04/25/2018 07:24:14 (GMT-07:00) Mountain Time (US & Canada) and created by Julie Miller ***

Writer Called dealer: OH026

1. F/U on vehicle and concerns
2. KMA alerted to concerns
3. NCA will F/U in the next few days with directives
4. Has an RO been opened?

SA States:

1. Hold on let me get Heather

Heather States:

1. How may I help?

Writer Advised:

1. Reiterated

Heather States:

1. RO# ██████

Writer Advised:

1. Thanked

*** Case ██████ is sent on 4/25/2018 6:29:48 by Julie Miller

To: MPARTINGTON@KIAUSA.COM

Cc: juliemiller@kiaconsumeraffairs.com

Kia Motors America

Consumer Affairs Department

Page 2 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA38GG			55.000
Columbus ,	OH, 43228	Prod. Date: 08/19/2015	Dealer: OH026 Hatfield KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Title: NO ACTION REQUIRED - Case Escalation:OH026,

*** Research - Administrative Task created on 04/25/2018 07:29:57 (GMT-07:00) Mountain Time (US & Canada) and created by Julie Miller ***

CTA:

1. Customer alleges vehicle caught fire
2. Fire script taken, video of incident will be available soon
3. Dealer has been advised not to work on vehicle, and DPSM advised

*** 04/25/2018 07:34:01 (GMT-07:00) Mountain Time (US & Canada) ***

Dispatched from WIPBin = Default to Queue National CA by Julie Miller

Reason:

*** Email - Internal Email Received created on 04/25/2018 08:24:35 (GMT-07:00) Mountain Time (US & Canada) and created by Julie Miller ***

- With pictures attached to case

*** 04/25/2018 07:45:35 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** 04/25/2018 07:47:25 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup

Reason:

*** Phone - Call - Outbound created on 04/26/2018 13:14:25 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with cust. LEft message for CB

*** Phone - Call - Inbound commitment created on 04/26/2018 13:14:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/27/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 04/30/2018 08:32:23 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Heather at dlr. Heather advised instructed to not touch vehicle at this time.

*** Phone - Call - Outbound created on 04/30/2018 08:32:57 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted DPSM

*** Email - External Email Sent created on 04/30/2018 08:34:46 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: Kia Motors America / 5XYPGDA38GG OH026

Good morning Heather,

Thank you for speaking with me. Per our discussion, can you please provide a repair estimate for this vehicle.

Please contact me if you have any questions.

Thank you,

Kia Motors America

Consumer Affairs Department

Page 3 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA38GG			55.000
Columbus ,	OH, 43228	Prod. Date: 08/19/2015	Dealer: OH026 Hatfield KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Phone - Call - Outbound created on 04/30/2018 08:40:30 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Please advise

Cust states

1. Husband was sitting in car while it was running
2. Noticed car was on fire and used fire extinguisher
3. Fire department also came out
4. Have contacted Progressive but have not moved forward at this time
5. Car is at dlr
6. Want to figure out what happened

Wrt states

1. Thank you for information
2. Have contacted dlr and inspecting vehicle
3. Will follow up
4. Please contact me if you have any questions.

cust states

1. Thank you

*** Phone - Call - Inbound commitment updated on 04/30/2018 08:44:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/02/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/02/2018 09:40:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/03/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 05/03/2018 09:23:54 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Have working with dlr
3. Would like to have the parts sent back to us so we may further investigate
4. Would like to offer to repair vehicle

Cust states

1. I do not want this car and do not feel safe
2. You cannot tell my why it caught on fire
3. Do not want to risk family
4. Will get an attorney
5. there is also a bad plastic smell in vehicle
6. You cannot guarantee me this car will never catch on fire

Wrt states

1. Once parts arrive, can further investigate for cause
2. If you do get an attorney, you may provide my contact info
3. If you would like to work with me, can offer the repair assistance and review for GW

Cust states

1. I will need to talk to my husband

Kia Motors America

Consumer Affairs Department

Page 4 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA38GG			55.000
Columbus ,	OH, 43228	Prod. Date: 08/19/2015	Dealer: OH026 Hatfield KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Wrt states

1. I understand
2. Can follow up with you
3. Thank you

*** Phone - Call - Inbound commitment updated on 05/03/2018 09:33:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/04/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 05/04/2018 15:26:22 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with cust. Left message for CB

*** Phone - Call - Inbound commitment updated on 05/04/2018 15:26:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/07/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 05/07/2018 12:24:59 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case

Cust states

1. I have talked to husband
2. Concern is that we are not going to be able to sell or trade car
3. It will show on carfax that it caught on fire

Wrt states

1. Apologize, unsure on carfax
2. Would like to repair vehicle
3. Engineers have advised there was an issue with the rear left back up sensor
4. After vehicle is repaired, can offer GW assistance

Cust states

1. What would that be

Wrt states

1. Unable to promise exactly at this time
2. Will be able to offer when vehicle repair has been completed
3. How much are your car payments

Cust states

1. They are about \$600

Wrt states

1. can review for reimbursement of car payments

Cust states

1. I will need to talk to my husband
2. Call me tomorrow

Wrt states

1. Please contact me if you have any questions.

Kia Motors America

Consumer Affairs Department

Page 5 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	5XYPGDA38GG	██████	██████	55.000
Columbus ,	OH, 43228	Prod. Date: 08/19/2015	Dealer: OH026 Hatfield KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Phone - Call - Inbound commitment updated on 05/07/2018 12:29:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/08/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/08/2018 16:17:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/09/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 05/09/2018 12:24:04 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact. Left message for CB

*** Phone - Call - Outbound created on 05/11/2018 10:37:58 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt states

1. Hello contacting in regards to case
2. Calling to follow up

Cust states

1. Have talked to husband
2. Concerned about the resale value
3. Requesting vehicle to be payed off

Wrt states

1. Apologize, unable to meet request at this time
2. Can repair vehicle and review for GW assistance
3. Per our last conversation, you have advised your car payments are about \$600
4. Can review for reimbursement of car payments

Cust states

1. This does not matter because it hurts the resale value
2. Do you have a manager I can speak to

Wrt states

1. Can have manager contact you once available

Cust states

1. Okay

*** Phone - Call - Inbound commitment updated on 05/11/2018 10:42:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/14/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 05/11/2018 12:09:37 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with Ms. █████ and stated:
1. calling in reference to vehicle
2. how may I assist you

Ms. █████ stated:

1. I cant believe you guys are just going to repair it with the same parts

wtr stated:

1. in looking at case notes, it appears that we didn't know what happened and wanted to send the parts back for

Kia Motors America

Consumer Affairs Department

Page 6 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPGDA38GG	██████████	██████████	55.000
Columbus ,	OH, 43228	Prod. Date: 08/19/2015	Dealer: OH026 Hatfield KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

further investigation

Ms. ██████ stated:

1. no, he said that you guys were able to verify the manufacturing concern
2. he said that it was the back up sensor that caused it
3. thank you

wtr stated:

1. apologized as don't see anything in notes about that
2. let me speak with him to get more familiar and get back to you shortly
3. thank you

*** Phone - Call - Inbound commitment updated on 05/15/2018 10:38:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/16/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 05/18/2018 11:46:53 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello calling to follow up in regards to case
2. After review with manager
3. Able to offer a few options
4. Able to repair vehicle and offer reimbursement of a few car payments
5. Per our last conversation, you advised your car payments are about \$600
6. Another option would be to offer a SOC
7. Able to assist in getting a new Kia vehicle but the miles you have driven your vehicle your current vehicle will be deducted from that
8. Amount will be based on the miles driven, state laws, and how much you purchased your vehicle originally

Cust states

1. So I will be negative
2. Can you have your manager contact me

Wrt states

1. Will have manager contact you once available
2. Please contact me if you have any questions.

cust states

1. Thank you

*** Phone - Call - Inbound commitment updated on 05/18/2018 11:52:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/21/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/29/2018 15:30:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/31/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 05/29/2018 15:45:51 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with customer

1. customer advised she was at softball game and couldn't talk long
2. wtr advised understand we offered customer a few options
3. wtr advised in order to fully advise on the options would need copy of customers sales contract
4. customer asked for wtr to email her and she will provide it ██████████

Kia Motors America

Consumer Affairs Department

Page 7 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA38GG			55.000
Columbus ,	OH, 43228	Prod. Date: 08/19/2015	Dealer: OH026 Hatfield KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

wtr sent email:

Please provide a copy of your sales contract for review.

Thank you,

*** Phone - Call - Inbound commitment fulfilled on 05/31/2018 14:05:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/01/2018 closed by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 05/31/2018 14:05:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/01/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 06/05/2018 09:46:43 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr left voicemail for customer to call back.

*** Email - External Email Sent created on 06/05/2018 09:47:33 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

I left a voicemail but wanted to follow up with email. Can you please provide a copy of the sales contract or contact me at the below number.

Thank you,

*** Email - External Email Received created on 06/05/2018 09:54:59 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
It is in the Kia at the dealership.
Sent from my iPhone

*** Email - External Email Sent created on 06/05/2018 09:55:11 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Thank you for responding, I will ask the service dept to look in the glove box and will let you know.

Thank you,

*** Phone - Call - Inbound commitment updated on 06/05/2018 09:59:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/06/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 06/08/2018 10:35:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/08/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound created on 06/08/2018 10:35:33 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact. Left message for CB

Kia Motors America

Consumer Affairs Department

Page 8 of 14

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
		5XYPGDA38GG		55,000
Columbus , OH, 43228		Prod. Date: 08/19/2015	Dealer: OH026 Hatfield KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Phone - Call - Outbound created on 06/08/2018 13:35:23 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Have created offer letter that will be able to send to you but wanted to give you a call first
3. Able to provide goodwill. Reimbursement of 4 car payments for the amount of \$2,304.12
4. Or able to offer a SOC.
5. Will have \$14,445 in buying power of a new Kia vehicle
6. Will need to work with lien holder and dlr
7. Can send you offer letter

Cust states

1. Okay then
2. I will talk to my husband about it

Wrt states

1. Please contact me if you have any questions.

*** Phone - Call - Inbound commitment updated on 06/08/2018 14:14:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/15/2018 and updated by Alex Villalpando ***

*** Email - External Email Received created on 06/08/2018 17:01:08 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: Re: Kia Motors America

Please call me as soon as you can.

Thank you.

614-907-6324

Sent from my iPhone

*** Phone - Call - Outbound created on 06/08/2018 17:02:32 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case

Cust states

1. Had a questions
2. We have to give you guys a check

Wrt states

1. SOC involves switching vehicle and having to deduct usage of vehicle from original purchase price
2. Amount left over can be applied to new vehicle
3. If car of choice exceeds that amount, difference will have to be paid or possibly financed
4. Will work with dlr and lien holder

Cust states

1. Okay thank you
2. Will want to get into another Kia

Kia Motors America

Consumer Affairs Department

Page 9 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA38GG			55.000
Columbus ,	OH, 43228	Prod. Date: 08/19/2015	Dealer: OH026 Hatfield KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Wrt states

1. Great
2. Please return offer letter

cust states

1. Thank you

*** Phone - Call - Inbound commitment updated on 06/08/2018 17:12:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/14/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound created on 06/11/2018 09:40:26 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
customer left voicemail for wrt to call back.

*** Phone - Call - Inbound created on 06/12/2018 09:45:02 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wrt spoke with customer

1. customer had question in refrence to option 1
2. wrt explained mileage deduction to customer
3. customer advised she may be interested in down grading into another kia vehicle
4. wrt advised to SOC and mileage deduction is based upon same MSPR. if customer chooses to go down in MSRP then the mileage deduction would be lower due to selecting lower vehicle
5. customer advised the option 2 does not take into consideration of vehicle getting damaged
6. wrt advised would repair vehicle and then provide customer the monetary for option 2
7. customer advised she would speak with dlr and get back in contact with CSR or wrt with decision.

*** Phone - Call - Inbound commitment updated on 06/14/2018 15:16:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/15/2018 and updated by Alex Villalpando ***

*** Email - External Email Received created on 06/15/2018 10:47:18 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

As per Kia our trade in value has dropped to 10,500 since the fire.

*** Phone - Call - Inbound commitment updated on 06/18/2018 17:11:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/19/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 07/03/2018 15:27:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/05/2018 and updated by Alex Villalpando ***

*** Web - Note created on 07/10/2018 09:27:03 and created by DPSM User KMA ***

Customer still in rental car. Checking status to see if there had been any updates. -Matt Partington, DPSM

*** Phone - Call - Inbound commitment updated on 08/22/2018 17:54:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 08/28/2018 13:37:39 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/30/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 08/30/2018 16:33:25 (GMT-08:00) Pacific Time (US & Canada)

**Kia Motors America
Consumer Affairs Department**

Page 10 of 14

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
		5XYPGDA38GG		55,000
Columbus ,	OH, 43228	Prod. Date: 08/19/2015	Dealer: OH026	Hatfield KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

with Commitment Date 08/31/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 08/31/2018 13:38:33 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact. Left message for CB

*** Phone - Call - Outbound created on 09/04/2018 10:09:19 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact. Left message for CB

*** Phone - Call - Inbound commitment updated on 09/04/2018 10:09:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/05/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 09/04/2018 14:02:08 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Ally Financial

Acct#

Payoff - \$21,543.41

10 Day - \$6.53

Per Diem - \$6.53

Ally Auto

6716 Grade Ln
Bldg 9 - Ste 910
Louisville, KY 40213

*** Phone - Call - Outbound created on 09/04/2018 16:49:20 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. After review, able to offer 3 option offer letter
3. Wrt discussed options with cust
4. Offer letter is good for 2 weeks
5. Will expire after 2 weeks

Cust states

1. will review and discuss with wife

Wrt states

1. Please contact me if you have any questions

*** Email - External Email Sent created on 09/04/2018 16:51:34 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Tuesday, September 04, 2018 4:49 PM

To:

Subject: Kia Motors America

Hello Mr. and Mrs.

Thank you for speaking with me. Per our discussion, please see attached offer letter.

Kia Motors America
Consumer Affairs Department

Page 11 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPGDA38GG	██████████	██████████	55,000
Columbus ,	OH, 43228	Prod. Date: 08/19/2015	Dealer: OH026 Hatfield KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Please contact me if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment updated on 09/04/2018 16:51:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/07/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 09/07/2018 10:38:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/12/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 09/12/2018 16:13:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/13/2018 and updated by Alex Villalpando ***

*** Email - External Email Received created on 09/14/2018 16:57:14 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Subject: Settlement Option

Alex,

Attached is the settlement option signed and dated. I am selecting option #3. I do want to add that our address has changed since the issue with the car. Please send any new paperwork/settlement to

Address: ██████████.
Washington Courthouse, Ohio ██████████

Please also use this email address when trying to contact me concerning anymore details with the situation. One question, what will be the schedule with dealing with the dealership as far as getting the car fixed and detailed? Do need to contact them or will this be something that Corporate does? Thank you for your time and look forward to hearing from you.

██████████ ██████████

*** Email - External Email Sent created on 09/14/2018 17:03:47 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Subject: RE: Settlement Option / ██████████

Hello Brad,

Please see attached settlement agreement. Once returned, I will be able to begin the check process and begin the vehicle repairs.

Also, thank you for providing the new address. I have updated your information and the check will be sent to that address

I will be able to authorize the repairs and work with the dealer once the settlement agreement is returned.

Please contact me if you have any questions or concerns.

Kia Motors America

Consumer Affairs Department

Page 12 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPGDA38GG	██████████	██████████	55.000
Columbus ,	OH, 43228	Prod. Date: 08/19/2015	Dealer: OH026 Hatfield KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Phone - Call - Inbound commitment updated on 09/14/2018 17:04:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/18/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 09/19/2018 15:04:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/20/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 09/20/2018 13:31:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/21/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 09/21/2018 10:30:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/24/2018 and updated by Alex Villalpando ***

*** Email - External Email Received created on 09/21/2018 17:15:18 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt received signed Release from customer

*** Email - External Email Sent created on 09/21/2018 17:16:14 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
To: 'Parsons, Heather'
Subject: RE: Kia Motors America ██████████ / 5XYPGDA38GG ██████████ OH026

Heather,

Per our conversation, please submit this repair as a G61 claim through your warranty admin.

Please see below for details of the repair.

PWA # (Kcase): ██████████
Dealer Name: Hatfield Kia
Dealer Code: OH026
Date of Approval: 9/21/18
Dealer Contact: Heather
Est. Repair Cost: \$4,010.53
Description of approved repair: Body Repairs
Vehicle: 2016 Sorento - 5XYPGDA38GG ██████████
RO #:

*All repairs for which KMA has authorized a dealer to perform will only be reimbursed by KMA at the warranty labor and parts markup rate in effect at the time of repair.

If you have any further questions, please contact your DPSM or myself.

Please send confirmation of your acknowledgement.

Thank you,

*** Phone - Call - Inbound commitment updated on 09/21/2018 17:16:39 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/26/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound created on 09/26/2018 11:52:46 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Kia Motors America

Consumer Affairs Department

Page 13 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPGDA38GG ██████████	██████████	55.000
Columbus , OH, 43228		Prod. Date: 08/19/2015	Dealer: OH026 Hatfield KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

na

*** 10/11/2018 16:00:49 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: 139100 Submitted

*** Phone - Call - Inbound commitment updated on 10/11/2018 16:01:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/17/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/15/2018 16:59:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/16/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/16/2018 17:07:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/17/2018 and updated by Alex Villalpando ***

*** Email - External Email Received created on 10/17/2018 13:47:16 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Dlr advised vehicle has been completed and cust has picked up

*** Phone - Call - Outbound created on 10/17/2018 13:47:38 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with cust. Left message for CB

*** Phone - Call - Inbound commitment updated on 10/17/2018 13:50:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/22/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/22/2018 13:52:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/29/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 11/06/2018 13:56:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/12/2018 and updated by Alex Villalpando ***

*** 11/09/2018 16:46:55 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: 139100 Submitted

*** 11/09/2018 16:46:55 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: 139100 Returned

*** 11/12/2018 18:02:58 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: 139100 Final Approved

*** Email - External Email Sent created on 11/15/2018 10:30:01 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Thursday, November 15, 2018 10:30 AM

To: ██████████ ██████████

Subject: RE: Settlement Option / ██████████

Hi ██████████

The check will be sent in the mail today. Please let me know if you do not receive it in a timely manner.

Thank you,

Kia Motors America

Consumer Affairs Department

Page 14 of 14

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA38GG			55.000
Columbus ,	OH, 43228	Prod. Date: 08/19/2015	Dealer: OH026 Hatfield KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Phone - Call - Inbound commitment fulfilled on 11/15/2018 10:30:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/12/2018 closed by Alex Villalpando ***

*** 11/15/2018 10:30:37 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Alex Villalpando with Resolution Code : Goodwill Issued

[Resolution Summary]

Pending further contact.

Kia Motors America

Consumer Affairs Department

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPG4A35GG	██████████	██████████	25.000
Cape Girardea MO	63703	Prod. Date: 02/13/2015	Dealer: MO009 Auffenberg KIA Cape Gir		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 04/25/2018 15:41:59 ***

Contact = ██████████ Priority = Escalated, Sub Status = Working

*** Letter - Letter Received created on 04/25/2018 15:43:24 and created by Jazmin Diaz ***

NCA rec'd letter from Nationwide. Letter states:

1. Please be advised that Nationwide is the insurance carrier for the above named, who sustained fire damage to their automobile on the above date of loss.
2. Please contact the undersigned within in 10 business days to advise regarding inspection of the vehicle.

Attaching onto case & dispatching to NCA.

*** 04/25/2018 15:46:34 ***

Dispatched from WIPBin = Default to Queue National CA by Jazmin Diaz

Reason:

*** 04/26/2018 07:49:14 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 04/26/2018 07:57:34 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup

Reason:

*** Phone - Call - Inbound commitment created on 04/26/2018 08:21:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/27/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 04/30/2018 09:01:48 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact. Left message for CB

*** Email - External Email Sent created on 04/30/2018 09:02:05 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Monday, April 30, 2018 9:02 AM

To: 'Opalenik, Robert G'

Subject: Kia Motors America ██████████ / Nationwide ██████████

Hi Robert,

I called earlier and left a message in regards to this claim. Could you please provide photos, reports available, and advise what happened.

Please contact me if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment updated on 04/30/2018 09:02:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/03/2018 and updated by Alex Villalpando ***

*** Email - External Email Received created on 05/01/2018 10:40:19 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: RE: Kia Motors America ██████████ / Nationwide ██████████

Kia Motors America

Consumer Affairs Department

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A35GG			25.000
Cape Girardea	MQ 63703	Prod. Date: 02/13/2015	Dealer: MO009 Auffenberg KIA Cape Gir		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Good afternoon Alex

Please see the attached photos and police report.

Thank you

*** Phone - Call - Inbound commitment updated on 05/02/2018 08:53:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/04/2018 and updated by Alex Villalpando ***

*** Note - Others created on 05/07/2018 10:13:45 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Reviewed with KMA engineers.

*** Phone - Call - Outbound created on 05/07/2018 10:18:42 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact. Left message for CB

*** Email - External Email Sent created on 05/07/2018 10:18:58 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Monday, May 07, 2018 10:18 AM

To: 'Opalenik, Robert G'

Subject: RE: Kia Motors America / Nationwide

Hi Robert,

Thank you for the information. After review, we are unable to attend an inspection in the near future. Please proceed with the inspection and advise if a manufacturer defect is found.

Please let me know if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment fulfilled on 05/07/2018 10:19:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/04/2018 closed by Alex Villalpando ***

*** 05/07/2018 10:19:24 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Concerns Recorded

[Resolution Summary]

Pending further contact.

*** 09/07/2018 17:40:19 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened by Alex Villalpando with Sub Status of Working

*** Email - External Email Received created on 09/07/2018 17:40:46 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: RE: Kia Motors America / Nationwide

Good afternoon Alex

Please see the attached demand, the damages were too severe to pinpoint the ignition source however the origin

Kia Motors America

Consumer Affairs Department

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPG4A35GG	[REDACTED]	[REDACTED]	25.000
Cape Girardea	MO 63703	Prod. Date: 02/13/2015	Dealer: MO009	Auffenberg KIA	Cape Gir:

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

was an area of all OEM components.

Thank you

*** Phone - Call - Inbound commitment created on 09/07/2018 17:41:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/11/2018 and created by Alex Villalpando ***

*** Note - Others created on 09/12/2018 09:40:43 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Reviewed with KMA engineers

*** Email - External Email Sent created on 09/12/2018 09:54:00 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

To: 'Opalenik, Robert G'

Subject: RE: Kia Motors America [REDACTED] / Nationwide [REDACTED]

Hello Robert,

Thank you for your assistance in regards to this claim. After review, will not be providing assistance at this time.

Please see attached letter.

Thank you,

*** Phone - Call - Inbound commitment fulfilled on 09/12/2018 09:55:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/11/2018 closed by Alex Villalpando ***

*** 09/12/2018 09:55:18 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Alex Villalpando with Resolution Code : Concerns Recorded

[Resolution Summary]

Pending further contact.

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPGDA38GG [REDACTED]	[REDACTED]	31,000
Columbia ,	CT, 06237	Prod. Date: 01/29/2015	Dealer: CT025	Columbia KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Seat/Seat Belt

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Heating/Cooling Operation

Case History

*** 05/21/2018 05:36:44 (GMT-07:00) Arizona ***

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

*** Phone - Call - Inbound created on 05/21/2018 05:24:03 (GMT-07:00) Arizona and created by Kevin Brazzle ***
Cust states:

1. My heater coil in my seat failed and caught fire.
2. My husband does not feel comfortable with me driving the veh anymore.
3. We wanted to trade it in but we would be losing so much money is there anything Kia can do to help out with that loss?

Writer States:

1. Apologized for concern.
2. Advised KMA cannot be involved in sales process.
3. Advised Kia is obligated to repair veh under warranty.

Cust states:

1. Ok but like i said my husband does not feel safe with me driving this veh.
2. Would Kia buy this veh back because if you cant help with the sale then we want Kia to buy the veh back.

Writer States:

1. Will need to reach out to dlr to get RO info and then writer can send to appropriate office for review.

*** Phone - Call - Inbound commitment created on 05/21/2018 05:37:46 (GMT-07:00) Arizona with Commitment Date 05/22/2018 and created by Kevin Brazzle ***

*** Phone - Call - Inbound commitment created on 05/21/2018 05:37:37 (GMT-07:00) Arizona with Commitment Date 05/30/2018 and created by Kevin Brazzle ***

*** Phone - Call - Inbound created on 05/22/2018 06:49:55 (GMT-07:00) Arizona and created by Kevin Brazzle ***

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED]

Hampton CT [REDACTED]

VIN: 5XYPGDA38GG [REDACTED]

MY and Mileage: 2016 Sorento 32000

Most recent RO#, Open and Close Date: [REDACTED] 5/17/18

Days Down at initial Service Alert report (if applicable): veh was traded in

Most recent Repair Issue and Diagnosis: Customer says, seat heater failed, cust traded veh in.

Able to Duplicate (Y or N): Y

*** Phone - Call - Inbound commitment fulfilled on 05/31/2018 05:37:13 (GMT-07:00) Arizona with Commitment Date 05/30/2018 closed by Kevin Brazzle ***

*** 05/31/2018 05:37:16 (GMT-07:00) Arizona ***

Closed with Resolution Code : Concerns Recorded

[Resolution Summary]

Cust traded veh in

Kia Motors America

Consumer Affairs Department

Page 1 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPGDA31GG	██████████	██████████	20
Williston , VT, 05495		Prod. Date: 04/06/2015		Dealer: VT001 Berlin City KIA, Burlington	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 07/11/2018 15:38:02 ***

Contact = ██████████ Priority = Standard, Sub Status = Working

*** Letter - Letter Received created on 07/11/2018 15:38:39 and created by Jazmin Diaz ***

NCA rec'd letter from Solomon & Solomon PC. Letter states:

1. I represent Utica Mutual with regard to property damage and personal injury that occurred on 3/29/19 when the Insured's Kia caught fire.
2. Please remit payments in full, in the sum of \$22,299.08 to avoid legal action.

Attaching & dispatching to NCA.

*** 07/11/2018 15:41:18 ***

Dispatched from WIPBin = Default to Queue National CA by Jazmin Diaz

Reason:

*** 07/12/2018 07:30:02 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 07/12/2018 07:41:25 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup

Reason:

*** Phone - Call - Inbound created on 07/17/2018 09:10:49 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr sent email to Julie solomon, atty:

1. "Ms. Solomon,

My name is Gus and I work with Kia Motors of America. I have received your letter in regards to Utica. We were waiting on Utica to send a breakdown of the amount they are requesting. With that sai, we would still need that breakdown to move forward with possible recovery."

*** Phone - Call - Inbound commitment created on 07/17/2018 09:11:39 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/24/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 07/25/2018 14:54:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/24/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 07/25/2018 14:55:11 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr received email from Ms. Solomon with Atty:

1. "Hi Gus,

Please see attached supporting documentation for the damage claim. Kindly contact me to discuss payment.
Regards, Julie"

*** Phone - Call - Inbound commitment created on 07/25/2018 15:04:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/26/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 07/26/2018 10:52:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/26/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 07/26/2018 10:52:02 (GMT-08:00) Pacific Time (US & Canada) and created

Kia Motors America

Consumer Affairs Department

Page 2 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA31GG			20
Williston ,	VT, 05495	Prod. Date: 04/06/2015	Dealer: VT001 Berlin City KIA, Burlington		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

by Gustavo Villela ***

Wtr spoke with Ms. SOLOMON:

1. Advised numbers off
2. numbers add to \$22,299.08 and that is requested
3. But there is a check from co part for \$6,700.00
4. Shouldnt the amount be \$15,599.08?
5. Soloman advised that is correct will send updated notice with correct amount
6. Wtr thanked

call ended

*** Phone - Call - Inbound commitment created on 07/26/2018 10:58:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/02/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 08/31/2018 11:57:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/02/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 08/31/2018 11:57:17 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Ms. Solomon

*** Phone - Call - Inbound commitment created on 08/31/2018 11:58:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/05/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment updated on 09/15/2018 15:22:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/21/2018 and updated by Gustavo Villela ***

*** Phone - Call - Inbound commitment updated on 09/22/2018 14:10:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/24/2018 and updated by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 09/25/2018 17:06:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/24/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 09/25/2018 17:06:02 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr received email from Ms. Solomon:

1. contained updated amount of \$15,724.08

*** Phone - Call - Inbound commitment created on 09/25/2018 17:08:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/27/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment updated on 09/30/2018 10:55:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/01/2018 and updated by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 10/01/2018 12:20:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/01/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 10/01/2018 12:20:48 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr sent release to atty: see attached

*** Phone - Call - Inbound commitment created on 10/01/2018 12:21:18 (GMT-08:00) Pacific Time (US & Canada)

Kia Motors America

Consumer Affairs Department

Page 3 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPGDA31GG ██████████	██████████	20
Williston , VT, 05495		Prod. Date: 04/06/2015	Dealer: VT001 Berlin City KIA, Burlington	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

with Commitment Date 10/08/2018 and created by Gustavo Villela ***

*** 10/15/2018 13:29:45 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Inbox/Need To Call and Sub Status of Working

*** Email - External Email Sent created on 10/17/2018 16:58:14 and created by Ashley Vasquez ***
Wtr stated:

Mr. ██████████

I wanted to let you know that Gustavo Villela is no longer with the company. We are aware of your situation and currently reviewing your case. We should be reaching out to you within the next few days. If you have any questions in the meantime, please let me know.

Thank you,

*** 11/09/2018 08:34:32 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup

Reason:

*** Phone - Call - Outbound created on 11/12/2018 09:36:25 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with Atty.

Left message for CB

*** Phone - Call - Inbound commitment created on 11/12/2018 09:36:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/14/2018 and created by Alex Villalpando ***

*** Email - External Email Sent created on 11/14/2018 16:40:23 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Wednesday, November 14, 2018 4:40 PM

To: 'jsolomon@solomonpc.com'

Subject: Kia Motors America ██████████ / Utica Mutual and ██████████ ██████████

Hello Julie

Please see attached. I will be able to begin processing payment once received.

Please contact me if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment updated on 11/14/2018 16:40:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/16/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 11/16/2018 10:00:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/21/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 11/21/2018 09:55:13 (GMT-08:00) Pacific Time (US & Canada)

Kia Motors America
Consumer Affairs Department

Page 4 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPGDA31GG	██████████	██████████	20
Williston , VT, 05495		Prod. Date: 04/06/2015		Dealer: VT001 Berlin City KIA, Burlington	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

with Commitment Date 11/28/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 11/28/2018 15:13:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/08/2018 closed by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 11/28/2018 15:13:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/29/2018 and updated by Alex Villalpando ***

*** 11/29/2018 14:49:34 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 141884 Submitted

*** Email - External Email Received created on 11/29/2018 14:49:47 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Tuesday, November 20, 2018 4:29 PM

To: Villalpando, Alex [KMA]

Subject: RE: Kia Motors America ██████████ / Utica Mutual and ██████████ ██████████

Julie B. Solomon, Esq.

<For Internal Use Only
signed release was attached to email from attorney>

*** Email - External Email Sent created on 11/29/2018 14:50:36 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Tuesday, November 20, 2018 8:36 PM

To: Solomon, Julie B.

Subject: RE: Kia Motors America ██████████ / Utica Mutual and ██████████ ██████████

Hi Julie,

Please advise who to make check payable to and the address to be sent to.

Thank you,

*** Email - External Email Received created on 11/29/2018 14:50:36 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Wednesday, November 21, 2018 5:44 AM

To: Villalpando, Alex [KMA]

Kia Motors America
Consumer Affairs Department

Page 5 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPGDA31GG ██████████	██████████	20
Williston , VT, 05495		Prod. Date: 04/06/2015	Dealer: VT001 Berlin City KIA, Burlington	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Subject: RE: Kia Motors America ██████████ / Utica Mutual and ██████████ ██████████

Payable to Solomon and Solomon as atty for Utica Mutual and mail to me at the address below or you can wire.
Let me know if you would like to wire and I can provide instructions.

Julie B. Solomon, Esq.

President

Solomon and Solomon, P.C.

Columbia Circle

PO Box 15019

Albany New York 12212-5019

(518) 456-7200

(518) 456-0651-fax

www.solomonpc.com

Concentrating in consumer and commercial collection and subrogation litigation in NY,NJ,MA,CT, RI and PA

*** Phone - Call - Inbound commitment updated on 11/29/2018 14:51:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/12/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 12/12/2018 09:25:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/02/2019 and updated by Alex Villalpando ***

*** 12/28/2018 10:09:08 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 141884 Submitted

*** Phone - Call - Inbound commitment updated on 01/02/2019 11:48:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/11/2019 and updated by Alex Villalpando ***

*** 01/03/2019 10:15:21 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 141884 Final Approved

*** Phone - Call - Inbound commitment fulfilled on 01/07/2019 15:07:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/11/2019 closed by Alex Villalpando ***

*** Email - External Email Sent created on 01/07/2019 15:07:35 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Monday, January 07, 2019 3:07 PM

To: 'Solomon, Julie B.'

Subject: RE: Kia Motors America ██████████ / Utica Mutual and ██████████ ██████████

Hi Julie,

I will be mailing the check today. Please contact me if you do not received it in a timely manner.

Thank you,

Kia Motors America

Consumer Affairs Department

Page 6 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPGDA31GG	[REDACTED]	[REDACTED]	20
Williston ,	VT, 05495	Prod. Date: 04/06/2015	Dealer: VT001	Berlin City KIA, Burlingt	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 01/07/2019 15:07:57 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Alex Villalpando with Resolution Code : Goodwill Issued

[Resolution Summary]

Pending further contact.

Kia Motors America

Consumer Affairs Department

Page 1 of 12

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A3XGG			14.803
Grand Island	NE, 68803	Prod. Date: 05/14/2015		Dealer: NE004	KIA of Grand Island

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Door

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Door Lock Operation

Case History

*** PHONE LOG 09/11/2015 12:26 PM US Mountain Standard Time LThayer

Writer states

1. How can you be helped today/>

Mr. states

1. Not even a week after the lease the door locks would go crazy and then stop 2-3 days and then it stops
2. Then it got worst
3. The fobs wouldn't unlock the doors and we took it to the dealership and they said the locks are not available
- a. They said to use the key to get in and out
4. They said it was suppose to be submitted as a high interest case
5. The other situation is its doing it when you start the car
6. The CEL have been coming on but not throwing a code of any sort
7. Now the radio the screen would go randomly blank or it goes blank and it has to be restarted
- allot of electrical stuff
8. Is there any information on the door lock parts?
9. They said it can be 2 weeks to 6 months
10. We are afraid of all the locks breaking and we would have kids in the back seat

writer states

1. Which dlr did you take it to?

Customer states

1. Anderson Kia

writer states

1. What are you asking of kia?

Customer states

1. Want something resolved
2. It is a headache and want it resolved

writer states

1. So you said they know of the lock concern do they know of the other concerns?

customer states

1. No
2. It is so far away
- a. they said they want to look into the lock first in case that is causing the other ones

Writer states

1. Advised can contact the dealership to get more details
2. Advised it will take a couple days
3. if any questions to please call and refer to the case number

Customer states

1. Thank you

=====

Contact the dealership to ro details and information on part
follow up with customer

*** PHONE LOG 09/16/2015 05:48 AM US Mountain Standard Time CBierle Action Type:Outgoing call

Kia Motors America

Consumer Affairs Department

Page 2 of 12

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPG4A3XGG ██████████	██████████	14.803
Grand Island NE, 68803		Prod. Date: 05/14/2015	Dealer: NE004 KIA of Grand Island	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Door

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Door Lock Operation

Wtr calls NE004 states:

1. Gave writer, customer and vehicle information
2. Request information on vehicle repairs

Carrie SVC Assistant states:

Customer Name: ██████████ ██████████

Original Owner : Y

Customer phone # Verified

Customer address Verified

VIN :5XYPG4A3XGG ██████████

MY and Mileage : 21016 Sorento 5275

Dealer Code / Selling Dealer : NE004

Able to Duplicate :

RO# and Open Date : RO# ██████████ 09/14/2015

Current Repair Issue and Diagnosis : Cust states front door lock stays locked. Door latch assembly stuck . Door lock assembly ordered

Parts on order (Y/N), if so obtain part#, order# ██████████ C5000QQK No ETA

Vehicle repaired & customer has possession : N/Y

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

Days Down at initial Service Alert report : NA

ETA for completion of repairs : Waiting on part

Techline Case: N

Rental / Loaner Provided? If so, since when? N

Repair History of current concern with dates and mileage: NA

Customer Request NA

Justification of Goodwill: NA

Dealer contacted their DPSM : N

*** PHONE LOG 09/17/2015 09:16 AM US Mountain Standard Time CBierle Action Type:Outgoing call

Wtr calls NE004 Parts:

1. Gave writer, customer and vehicle information
2. Request information on part order

John Parts states:

1. Having computer problems
2. Cannot see anything
3. Can you call back in about 30 minutes
4. Thanked

*** PHONE LOG 09/18/2015 08:02 AM US Mountain Standard Time CBierle Action Type:Outgoing call

Wtr calls NE004 states:

1. Gave writer, customer and vehicle information
2. Request information on vehicle repair

Mel SVCA states:

1. Vehicle repaired 09/14/2015
2. In and out same day

Kia Motors America

Consumer Affairs Department

Page 3 of 12

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A3XGG			14.803
Grand Island	NE,	68803	Prod. Date: 05/14/2015	Dealer: NE004	KIA of Grand Island

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Door

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Door Lock Operation

*** PHONE LOG 09/18/2015 08:19 AM US Mountain Standard Time CBierle Action Type:Outgoing call

Wtr calls customer states:

1. Gave writer information
2. Advised calling in reference to recent dealership visit and repairs
3. Advised wanted to make sure issues resolved

Cust states:

1. Last night I was talking to my wife
2. There are still things that are not right with the car

Wtr states:

1. Apologized
2. Advised show concern stated was the front door lock stays locked

Cust states:

1. The horn does not honk when locking the vehicle like it use to
2. The dealership thought the repair that was done may resolve the other issues, but it has not

Wtr states:

1. Advised if customer has made appointment to have vehicle diagnosed

Cust states:

1. We are about 150 miles away
2. We will have to schedule something later
3. Thanked

Wtr states:

1. Advised to call when back at Kia dealership
2. Advised KCA can monitor repairs
3. Thanked

*** NOTES 09/18/2015 08:20 AM US Mountain Standard Time CBierle Action Type:Manager review

Closing case pending arrival at Kia dealership

*** CASE CLOSE 09/18/2015 08:21 AM US Mountain Standard Time CBierle

*** NOTES 11/11/2015 11:45 AM US Mountain Standard Time JJenkins Action Type:Manager review

*****dup case notes*****

*** NOTES 11/11/2015 07:25 AM clarify Action Type: Dealer contact

*** Performed by contact:

We currently have an open ticket on our vehicle VIN # 5XYPG4A3XGG. I have misplaced the ticket # at this time. That problem has not been resolved and we now have additional issues. Which are major concerns and are major safety concerns not to mention fire hazards. My wife is on her way to Anderson Kia to drop it off now and they are aware of the issues. It is still having the same lock issue where they randomly lock and unlock uncontrollably. Which it caused the drivers door lock to break the first time and now has caused the rear passenger door lock to break. This has caused the vehicle to randomly not lock or unlock whenever it chooses and we have small children

Kia Motors America

Consumer Affairs Department

Page 4 of 12

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPG4A3XGG	██████████	██████████	14.803
Grand Island	NE, 68803	Prod. Date: 05/14/2015	Dealer: NE004 KIA of Grand Island		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Door

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Door Lock Operation

that ride back there not to mention the theft issue if the door doesn't happen to lock. It also causes the remote lock to not work as well. The next issue is the passenger heated seat has gotten so hot that you can smell it and it has started smoking without the heated seat on. It has a mind of it's own and has burnt my daughters legs when she has had shorts on. Nothing serious but it could have been and not only that but I'm worried about it getting hot in the middle of the night and catching fire and burning the house down. Ford had a similar issue back in the 90's if my dealership experiences remind me correctly. The next issue is that it has been shifting incorrectly. It will randomly downshift through multiple gears causing the vehicle to jerk while driving at interstate speeds and at times will not go above 3000 rpm and if you try to accelerate at all it down shifts further. The only way to correct this problem is to pull over. Shut it off cycle the key 3 to 6 times and restart. This may or may not work. But was our only option being the nearest Kia dealership is 2 hours away. Now this morning the engine light has come on it is running very poorly and revving up for no reason in gear, park and neutral and the only solution is to shut it off and cycle the key. Hopefully my wife makes it to Anderson Kia 2 hours from now. In winter weather conditions if I didn't mention that. The code is for the engine control system. I'm very dissapointed with Kia for not taking further steps with the initial open ticket we currently have. Anderson Kia of Grand Island has done everything they can for us and still are. At this point I do not feel safe to have my wife driving this vehicle, I don't want it in my garage because of fire issues and I don't want my kids riding in it because of the same safety issues. And I do not want to have to worry about them being stranded in a blizzard because of a poorly built vehicle. I have worked with GM for over 18 years now and I can tell you that if we had a customer with this many issues and safety concerns happening since the vehicle had less than 400 miles on it they would be repurchasing the vehicle and taking it back and trying to figure out where they screwed up. Their is major issues with this vehicle, mechanical and electrical and I no longer feel remotely safe driving or riding in it, let alone having it parked in our garage. I'm asking you to take immediate action about this as I no longer feel safe in this vehicle or trust it enough to take it more than a few blocks from home. I'm sure the consumers on social media would have a hayday knowing all the possible issues the 2016 Kia Sorento has and how little Kia has done to resolve my initial safety concerns. Not to mention the Nebraska new car dealers association and all it's contacts. I will wait to hear how this is going to be resolved as I have no plans on picking the vehicle back up for the reasons listed above. Thank you for your time. ██████████ ██████████

*** PHONE LOG 11/16/2015 11:30 AM US Mountain Standard Time BHardt Action Type:Outgoing call
Wrt called cust and received automated message that mailbox had not yet been set up.

*** PHONE LOG 11/17/2015 11:29 AM US Mountain Standard Time BHardt Action Type:Outgoing call
Wrt called cust and received automated message that mailbox had not yet been set up.

*** NOTES 11/17/2015 11:31 AM US Mountain Standard Time BHardt Action Type:Dealer contact
Wrt called NE004, lvm with svc stating:
1. Calling in follow up to cust's veh.
2. Request c/b.
3. Provided contact info.

*** NOTES 11/18/2015 08:43 AM US Mountain Standard Time BHardt Action Type:Dealer contact
Wrt called NE004 and stated:
1. Calling in follow up to cust's veh.

Carrie, svc, states:

Customer Name: Confirmed
Original Owner: Y

Kia Motors America

Consumer Affairs Department

Page 5 of 12

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A3XGG		14.803
Grand Island	NE, 68803	Prod. Date: 05/14/2015	Dealer: NE004	KIA of Grand Island

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Door

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Door Lock Operation

Customer phone #: Confirmed, no alt phone #s

Customer Address: Confirmed

VIN: Confirmed

MY and Mileage: 14803

Dealer Code/Selling Dealer: NE004

Able to Duplicate: Y

RO# and Open Date: 11/11

Current Repair Issue and Diagnosis: Doors will lock/unlock on their, there was an SC for door latches, cust states i won't go over 3000 rpms, CEL was on, on acceleration the veh slows down, when R/F seat heater is on there is a burning smell, veh is shifting hard. VCM motor assembly for CEL and acceleration, that was installed.

Parts on order (Y/N): Part#/Order#: Veh is completed

Vehicle repaired & customer has possession (Y/N): Y/Y

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

Days Down at initial Service Alert report: N/A

ETA for completion of repairs Completed

Techline Case: N/A

Rental / Loaner Provided/Date: Y

Repair History of current concern with dates and mileage: N/A

Customer Request: N/A

Justification of Goodwill (must include maintenance history: N/A

Dealer contacted their DPSM: N/A

*** PHONE LOG 11/18/2015 08:49 AM US Mountain Standard Time BHardt Action Type:Outgoing call

Wrt called cust and stated:

1. Calling in follow up to cust's veh.
2. Wanted to address further concerns.

Cust states:

1. We have still yet to pick it up.
2. They have yet to find anything wrong with the heated seat.
3. Don't close the case.
4. The power lock were supposed to be fixed before, but it's happened 2x's since then.
5. This veh has always been a nightmare.

Wrt states:

1. Apologized.
2. What're you requesting from Kia?

Cust states:

1. Concerned with this, not comfortable with the veh.
2. What's to say the heated seats won't turn on.
3. We've had issues with it at less than 400 mi.
4. Doesn't believe veh is for sure fixed, things keep going wrong with veh when we pick it up.
5. I never told dlr I wasn't going to pick up veh, wants to ensure.
6. Is requesting a buyback.
7. We live 2 1/2 hrs away from dlr and will be picking up this week.
8. Should I leave the veh there? If I pick it up, I acknowledge it's fixed.

Wrt states:

1. Referred cust to WCIM.

Kia Motors America

Consumer Affairs Department

Page 6 of 12

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A3XGG		14.803
Grand Island	NE, 68803	Prod. Date: 05/14/2015	Dealer: NE004	KIA of Grand Island

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Door

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Door Lock Operation

2. Case will be forwarded to region, will receive a c/b in 2-4 business days.
3. As the owner of the veh, it is cust's choice to take or leave veh at dlr.
4. If veh is left there, it is within dlr's rights to possibly begin charging svc fees.

Cust states:

1. Thanked.

Wrt thanked and call ended.

*** NOTES 11/18/2015 08:53 AM US Mountain Standard Time BHardt Action Type:Manager review

[!<For Internal Use Only

Email sent to FLind notifying of case forwarding. >!]

*** NOTES 11/18/2015 08:53 AM US Mountain Standard Time BHardt Action Type:Manager review

CALL TO ACTION:

Customer is requesting a buyback.

He has been referred to WCIM.

This is due to, according to customer, repeat electrical concerns regarding the power locks, heated seat, CEL being with low RPMs and loss of power.

Customer is most concerned with heated seat, states there is a burning smell.

The veh is at NE004 as of 11/18.

Customer isn't picking up until he feels dlr can confirm heated seat is actually fixed.

Forwarding for further handling.

*** SUBCASE 1 CREATED 11/20/2015 01:08 PM US Mountain Standard Time MHill-CE

Please contact dealer for status of vehicle.

*** PHONE LOG 11/24/2015 02:33 PM US Mountain Standard Time MHill-CE Action Type:Outgoing call

Writer attempts to contact VM box not setup

*** NOTES 11/25/2015 02:02 PM US Mountain Standard Time MHill-CE Action Type:Dealer contact

Writer contacts SVC NE004 and states

1. Calling for status of veh

Mel Svc Adv states

1. Done and gone
2. Intake manifold runner motor was replaced

*** SUBCASE 1 CLOSED 11/25/2015 02:03 PM US Mountain Standard Time MHill-CE

*** NOTES 11/25/2015 02:04 PM US Mountain Standard Time MHill-CE Action Type:Manager review

Writer attempts to contact VM box not setup

Kia Motors America

Consumer Affairs Department

Page 7 of 12

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A3XGG			14.803
Grand Island	NE, 68803	Prod. Date: 05/14/2015		Dealer: NE004	KIA of Grand Island

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Door

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Door Lock Operation

*** NOTES 11/25/2015 02:04 PM US Mountain Standard Time MHill-CE Action Type:Manager review

[!<For Internal Use Only
call me letter sent>!]

*** CASE CLOSE 11/25/2015 02:06 PM US Mountain Standard Time MHill-CE

*** PHONE LOG 11/30/2015 07:51 AM US Mountain Standard Time MHill-CE Action Type:Incoming call

Writer receives VM 2:11 11/25 stating

1. [REDACTED]
2. Missed call from you
3. [REDACTED]

*** PHONE LOG 11/30/2015 08:00 AM US Mountain Standard Time MHill-CE Action Type:Outgoing call

Writer contacts [REDACTED] @ [REDACTED] and states

1. Received VM
2. I was contacting you to find out if your concerns were resolved with repairs?

[REDACTED] states

1. No they are not, do not want to close ticket
2. Happens again everytime
3. Will not say it is completely fixed
4. Temporarily fixed, completely fixed, no
5. Heated seats randomly turn on, get extremely hot
6. Door lock actuators have broke 3 times
7. CEL randomly comes on
8. Door lock concern, ticket has been open forever
9. This is a safety concern, have children in the car

Writer states

1. Apologizes for concerns
2. Is the veh still at the dealer

[REDACTED] states

1. No, I picked it up
2. I was told by the dealer that they were going to charge me storage fees

Writer states

1. I will get some further resources involved to get some further info regarding concerns

[REDACTED] states

1. Less than 400 miles on veh when this started
2. Other thing too, when I first called in, it was supposed to be escalated, but never heard anything from anyone

Writer states

1. Do not see that you called in before 9/11

Kia Motors America

Consumer Affairs Department

Page 8 of 12

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A3XGG			14.803
Grand Island	NE, 68803	Prod. Date: 05/14/2015	Dealer: NE004 KIA of Grand Island		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Door

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Door Lock Operation

states

1. I did not call in
2. Cannot even lock veh when it happens
3. Huge hassle, CEL comes on randomly
4. Do not feel comfortable having wife drive the veh
5. Luckily I work at GM, driving GM car now, sad to say
6. As far as getting this repaired, are you going to replace the whole electrical system in the car

Writer states

1. I do need to get some further info from the dealer and get some further resources involved
2. Once I have further info, will definitely let you know

Thanked and call ended.

*** SUBCASE 2 CREATED 11/30/2015 08:02 AM US Mountain Standard Time MHill-CE
Please contact dealer to request for further info regarding seat heater concern, lock concern, CEL concern, please request RO's.

*** NOTES 12/02/2015 12:02 PM Pacific Daylight Time MLezama Action Type:Dealer contact
CECC spoke with Mel in svc.

Wtr:

1. Requested update on seat heater concern, lock concern, cel concern.
2. Requested RO.

Mel sts:

1. Customer has not been here since 11/18/15.
2. Customer has not contacted us after that visit.
3. Let me check if we have any appointments for them... no nothing.
4. That is strange he has not called us.
5. What is your fax number.

Wtr:

1. Provided.
2. Thanked!

*** NOTES 12/03/2015 12:45 PM US Mountain Standard Time MHill-CE Action Type:Dealer contact
Writer contacts SVC NE004 and states
1. Calling in regards to concern with

Mel Svc Adv states

1. Did recall
2. Did intake manifold runners, motor went out in it
3. Never found anything wrong with seat heater

Kia Motors America
Consumer Affairs Department

Page 9 of 12

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPG4A3XGG [REDACTED]	[REDACTED]	14.803
Grand Island	NE, 68803	Prod. Date: 05/14/2015	Dealer: NE004	KIA of Grand Island

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Door

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Door Lock Operation

4. Operating as designed

*** PHONE LOG 12/03/2015 12:46 PM US Mountain Standard Time MHill-CE Action Type:Outgoing call

Writer leaves VM for [REDACTED] and states

1. Calling in regards to concern with electrical concerns
2. Requested callback
3. Provided case # and contact info

*** PHONE LOG 12/04/2015 07:28 AM US Mountain Standard Time MHill-CE Action Type:Incoming call

Writer receives VM 12/3 1:06 stating

1. [REDACTED]
2. [REDACTED]
3. [REDACTED] work
4. I will try to answer if I am available

*** NOTES 12/04/2015 08:33 AM Pacific Daylight Time MLezama Action Type:Dealer contact

CECC received invoices.

*** PHONE LOG 12/07/2015 01:49 PM US Mountain Standard Time MHill-CE Action Type:Outgoing call

Writer leaves VM for [REDACTED] and states

1. Calling in regards to concern with electrical concerns
2. Requested callback
3. Provided case # and contact info

*** PHONE LOG 12/08/2015 07:21 AM US Mountain Standard Time MHill-CE Action Type:Incoming call

Writer receives VM 8:23 12/7 stating

1. [REDACTED]
2. [REDACTED]
3. Give me a call, let me know where we are at
4. [REDACTED]
5. [REDACTED] work

*** PHONE LOG 12/08/2015 07:22 AM US Mountain Standard Time MHill-CE Action Type:Incoming call

Writer receives VM 3:41 12/7 stating

1. [REDACTED]
2. [REDACTED]
3. Will be in until 6 p.m.
4. Do have people coming in off and on
5. Will be back 8:30 a.m.

*** PHONE LOG 12/08/2015 07:38 AM US Mountain Standard Time MHill-CE Action Type:Outgoing call

Kia Motors America

Consumer Affairs Department

Page 10 of 12

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A3XGG		14.803
Grand Island NE, 68803		Prod. Date: 05/14/2015	Dealer: NE004 KIA of Grand Island	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Door

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Door Lock Operation

Writer contacts and states

1. Did receive VM's
2. Spoke with dealer
3. They stated that they did not find any concern with the seat heater the last time you were in
4. So, if you feel there is still a concern, would need to take it back into the dealer and demonstrate concern for them if possible

states

1. Does not do it all the time
2. Seat issue is least of concerns
3. Wife does not feel safe driving it
4. Afraid that it is going to leave us stranded
5. With the lock concern
6. Last time we had the concern, had thousands of dollars of presents in there

Writer states

1. Are the locks still working?

states

1. As of this moment I think
2. It is not doing it right now
3. Been fixed twice, obviously there is an issue

Writer states

1. If you feel there is still a concern, would need to get the veh back into the dealer

states

1. What about the CEL that comes on randomly
2. This is a lease vehicle, who is going to pay for the mileage that I am having to put on here

Writer states

1. Once I can verify your concerns are resolved, will definitely look into compensation

states

1. Do not feel safe driving it to dealer 2 hours away
2. Had a transmission issue
3. Last claim, cutting out, died on interstate
4. It is ridiculous
5. I do not want this veh

Writer states

1. That is not an offer that Kia is making at this time
2. Kia's obligation is to repair any verifiable defect under terms of the warranty
3. Referred to WCIM

states

1. I would like them to come get the veh
2. I can't do anything about it
3. Can't drive 4 hours
4. Intermittent issue

Writer states

Kia Motors America

Consumer Affairs Department

Page 11 of 12

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPG4A3XGG	██████████	██████████	14.803
Grand Island	NE, 68803	Prod. Date: 05/14/2015	Dealer: NE004	KIA of Grand Island	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Door

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Door Lock Operation

1. Dealer does need to duplicate the concern to complete any repair
2. I can contact the dealer to find out if they would be able to pick up veh, cannot guarantee
3. Can also find out if DPSM would be able to meet you at the dealer for you to demonstrate concerns

██████████ states

1. He can drive his happy a** out here
2. You need to arrange for me to drive a veh as well
3. If I take it back to the dealer I will be leaving it there permanently
3. Don't you understand that I work for GM, I know the buyback, lemon laws

Writer states

1. Referred to WCIM
2. Once I have any further info, will contact you back

Thanked and call ended.

*** SUBCASE ██████████ - NOTES 12/08/2015 07:39 AM US Mountain Standard Time MHill-CE Action Type:Manager review

Please contact DPSM Fred Lind with customer concerns. Please contact dealer and speak with svc mgr regarding customer concerns and customers request for dealer to pick up vehicle and provide rental/loaner.

*** NOTES 12/10/2015 03:50 PM Pacific Daylight Time MLezama Action Type:Dealer contact
CECC emailed DPSM for further assistance.

*** NOTES 12/14/2015 08:02 AM Pacific Daylight Time MLezama Action Type:Dealer contact
CECC spoke with Mel svc manager.

Wtr:

1. Would it be possible to pick up cust vehicle & provide rental.

Mel sts:

1. There would be an issue with that.
2. We need customer to come in to sign paper work for the rental.
3. Another option can be, customer can drive with tow driver.
4. Customer has not contacted us.

Wtr:

1. Thanked.
2. Will follow up with customer.

*** PHONE LOG 12/16/2015 03:35 PM US Mountain Standard Time MHill-CE Action Type:Outgoing call
Writer contacts ██████████ @ ██████████ and states

1. Did receive some info from dealer regarding request for veh to be picked up
2. Not able to come get the veh, need you to have sign papers for rental

Kia Motors America

Consumer Affairs Department

Page 12 of 12

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPG4A3XGG	██████████	██████████	14.803
Grand Island	NE, 68803	Prod. Date: 05/14/2015	Dealer: NE004	KIA of Grand Island	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Door

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Door Lock Operation

██████████ states

1. Who will reimburse me for my 4 hours of time

Writer states

1. Will be able to compensate you for inconvenience once I can verify your concerns are resolved

██████████ states

1. Not going to be anytime soon

Writer states

1. Please contact me when you do take it in

██████████ states

1. Ok, I will be in contact soon

Thanked and call ended.

*** SUBCASE ██████████ 2 CLOSED 12/16/2015 02:36 PM Pacific Daylight Time MLezama

*** NOTES 12/16/2015 03:36 PM US Mountain Standard Time MHill-CE Action Type:Manager review

[!<For Internal Use Only

closing case pending customer callback>!]

*** CASE CLOSE 12/16/2015 03:36 PM US Mountain Standard Time MHill-CE

Kia Motors America

Consumer Affairs Department

Page 1 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPHDA19GG			21,751
Little Rock	AR, 72210	Prod. Date: 02/04/2015	Dealer: AR022 Steve Landers KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 03/31/2016 01:25 PM US Mountain Standard Time DThacker

Case History:

*** NOTES 03/30/2016 08:59 AM clarify Action Type: Dealer contact

*** Performed by contact: Brett Carpenter, 5014925800

*** This is a Report for Quality Concern ***

Problem Description :

the trailer harness module caught fire, also melted a hole through the bumper. will attach photos.

Diagnostics Performed :

*** PHONE LOG 03/30/2016 09:09 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact Advice 1: Brett, Are you sure this is a factory trailer harness and was it installed by a Kia Technician ?. Do you see any body damage in the rear of the vehicle indicating the wires may have been damaged ?.

*** NOTES 03/30/2016 09:36 AM clarify Action Type: Dealer contact

*** Performed by contact: Brett Carpenter, 5014925800 Result of Advice 1:well I went to pull the old ro. there are no parts charged to the ticket. the hitch and harness looks identical. So when management sorts out what is going on here I will update.

*** PHONE LOG 03/30/2016 09:40 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact Advice 1: Brett, Please don't perform any repairs or damper with anything as I have to NCA this case for review. Please contact your dpsm for authorization to place the customer in a rental or loaner vehicle. Please wait until you hear from NCA. Thank you,

*** PHONE LOG 04/04/2016 05:13 AM US Mountain Standard Time JUpson Action Type:Outgoing call

Writer called AR022 Service Department- no answer, left VM

- 1) Calling to get information on a Customer vehicle
- 2) Gave Customer and Writer information
- 3) Thanked

[!<For Internal Use Only

If AR022 calls back, please get repair history on vehicle, thank you>!]]

*** PHONE LOG 04/05/2016 05:48 AM US Mountain Standard Time JUpson Action Type:Outgoing call

Writer called AR022 Service Department- no answer, left VM

- 1) Calling to get information on a Customer vehicle
- 2) Gave Customer and Writer information
- 3) Thanked

[!<For Internal Use Only

If AR022 calls back, please get repair history on vehicle, thank you>!]]

*** NOTES 04/05/2016 07:33 AM US Mountain Standard Time JUpson Action Type:Dealer contact

Kia Motors America

Consumer Affairs Department

Page 2 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	5XYPHDA19GG	██████	██████	21,751
Little Rock	AR, 72210	Prod. Date: 02/04/2015	Dealer: AR022 Steve Landers KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Wrt called to speak to ██████ @ ██████

1 KMA understands that you recently have taken vehicle to Kia dlr for a concern, apologized

2 This is a status call to let you know that KMA has been involved with the repair of your veh

3 KMA will be working with the dlr until your veh is repaired; provided info from dlr; will follow up in 2-3 business days

4 If you have any questions, please call 1-800, case#

[!<For Internal Use Only

Email DPSM 4/6 if AR022 does not contact back and request KCAC contact>!]

*** PHONE LOG 04/05/2016 12:09 PM US Mountain Standard Time KBrazzle Action Type:Incoming call

Cust states:

1. I was returning a call i got.

Writer States:

1. Advised of reason for call from TCS.

Cust states:

1. That didn't happen to me i just took it in because one of my tail lights was out because i got pulled over by a cop

2. I had no idea about any fire happening.

Writer states:

1. OK will note case and advise TCS.

Cust thanked writer

*** NOTES 04/05/2016 12:14 PM US Mountain Standard Time JUpson Action Type:Dealer contact

[!<For Internal Use Only

Email DPSM 4/6 if AR022 does not contact back and request KCAC contact>!]

*** NOTES 04/06/2016 08:32 AM US Mountain Standard Time RWhite Action Type:Dealer contact

Writer called AR022 and was unable to reach svc; transferred around and got VM for receptionist; will try svc mgi again

*** PHONE LOG 04/08/2016 03:20 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling in regards to your 2016 Kia Sorento

2. Requested call back

3. Gave call back number

*** NOTES 04/08/2016 03:30 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dealer AR022, writer was advised Service Department closed for the evening.

*** NOTES 04/08/2016 03:30 PM Pacific Daylight Time SamuelKim Action Type:Internal

Pending response from KMA Engineers.

Kia Motors America
Consumer Affairs Department

Page 3 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
████████	████████	5XYPHDA19GG	████████	████████	21,751
Little Rock	AR, 72210	Prod. Date: 02/04/2015	Dealer: AR022 Steve Landers KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** NOTES 04/08/2016 04:01 PM Pacific Daylight Time SamuelKim Action Type:Internal

Per KMA Engineers:

1. Request picture of trailer hitch, picture of middle of hole of trailer hitch, labels and wiring

*** NOTES 04/11/2016 09:53 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dealer AR022 and spoke with Service Manager Sandy Anthony:

Writer states:

1. Is this a Kia hitch?
2. Was it factory installed or by the Service Department?
3. What needs to be replaced?

Dealer states:

1. It's a Kia hitch
2. It was installed here in the Service Drive
3. The wiring for sure has to be replaced, the relay box melted
4. We were able to trade her out of it as of it today, she no longer owns the car
5. She got tired of waiting around for her car to be fixed

Writer states:

1. Requested pictures of trailer hitch, picture of middle of hole of trailer hitch, labels and wiring
2. Gave dealer email address
3. Did the customer explain to you what happened?
4. Once received, I will get it reviewed and follow up with you

Dealer states:

1. She didn't even know what happened
2. She came in with the complaint of taillight was out
3. It was not the bulb
4. We got to looking at it and see the box itself had melted

*** PHONE LOG 04/11/2016 10:04 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is ██████████ returning your call of concerning my 2016 Sorento
2. You can give me a call back at your convenience at ██████████
3. Thanks, bye

*** PHONE LOG 04/11/2016 10:08 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with ██████████

Writer states:

1. Calling you in regards to your 2016 Kia Sorento

Customer states:

1. What really happened technically is I didn't have any taillights
2. They changed the bulb, it wasn't the bulb
3. That's what I took it in for

Writer states:

Kia Motors America

Consumer Affairs Department

Page 4 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPHDA19GG			21,751
Little Rock	AR, 72210	Prod. Date: 02/04/2015	Dealer: AR022 Steve Landers KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

1. Where did you have the bulb changed at?

Customer states:

1. I just went to AutoZone
2. They took the bulb from the left side to the right side
3. It was the one on the driver's side that went out

Writer states:

1. Did you ever pull anything with your vehicle?

Customer states:

1. No
2. I called my insurance agent and he said if the car caught on fire, it's a hazard
3. This is the 4th person that called me from Kia
4. We're just around and around like a broken record
5. We just need to hangup, goodbye

(Customer was unwilling to answer additional questions. Customer hungup)

*** NOTES 04/11/2016 04:25 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received email from Service Manager Sandy Anthony at dealer AR022 (santhony@Landerscorp.com)
Here are the pictures and original RO that you requested.

*** NOTES 04/12/2016 11:51 AM Pacific Daylight Time SamuelKim Action Type:Internal
Reviewed case with KMA Engineers:
1. Request repair estimate

*** NOTES 04/12/2016 11:52 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Sent email to Service Manager Sandy Anthony at dealer AR022 (santhony@Landerscorp.com) and CC'd DPSM
SHall:
Requested repair estimate

*** NOTES 04/12/2016 01:44 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received email from Service Manager Sandy Anthony at dealer AR022 (santhony@Landerscorp.com)
Estimate for repair 254.65 included new wiring harness and labor for install. The bumper also has a small area that is melted on underneath side should we include bumper replacement?

*** NOTES 04/12/2016 01:45 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Sent email to Service Manager Sandy Anthony at dealer AR022 (santhony@Landerscorp.com)
Yes, please include bumper replacement.

*** NOTES 04/13/2016 03:33 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received email from Service Manager Sandy Anthony at dealer AR022 (santhony@Landerscorp.com)
ESTIMATE: INCLUDES PARTS AND LABOR 525.23 (WIRING HARNESS AND LOWER BUMPER COVER)

Kia Motors America

Consumer Affairs Department

Page 5 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPHDA19GG			21,751
Little Rock	AR, 72210	Prod. Date:	02/04/2015	Dealer: AR022	Steve Landers KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** NOTES 04/13/2016 03:39 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Sent email to Service Manager Sandy Anthony at dealer AR022 (santhony@Landerscorp.com) and CC'd DPSM
SHall:

Please proceed with the repairs. Please send us all the parts that get replaced (minus the bumper) to Kia Motors America, Inc. (Address can be found below, make the attention out to my name). Once completed, please send me the RO with the parts and labor at warranty cost and Kia will reimburse you in the form of a credit on your subsequent parts statement. This is NOT a warranty claim.

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

*** NOTES 04/19/2016 10:16 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Sent email to Service Manager Sandy Anthony at dealer AR022 (santhony@Landerscorp.com) and CC'd DPSM
SHall:
Requested update

*** NOTES 04/19/2016 12:54 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received email from Service Manager Sandy Anthony at dealer AR022 (santhony@Landerscorp.com)
Repair not complete at this time. Waiting on bumper to arrive

*** NOTES 04/20/2016 02:30 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received email from Service Manager Sandy Anthony at dealer AR022 (santhony@Landerscorp.com)
Here is the completed RO for bumper and wiring harness repair and part will be sending wiring harness back to you tomorrow. If you need anything else please let me know.

*** NOTES 04/20/2016 02:30 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Sent email to Service Manager Sandy Anthony at dealer AR022 (santhony@Landerscorp.com)
Do you know if the customer traded this vehicle?

*** NOTES 04/20/2016 02:31 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received email from Service Manager Sandy Anthony at dealer AR022 (santhony@Landerscorp.com)
Yes she did

*** NOTES 04/21/2016 09:00 AM Pacific Daylight Time SamuelKim Action Type:Internal
One time, goodwill to dealer AR022 of \$525.22 for repairs.

*** NOTES 04/29/2016 11:53 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received wiring harness from dealer AR022 via Fedex. Tracking number

*** CASE CLOSE 06/10/2016 08:58 AM Pacific Daylight Time SamuelKim

Kia Motors America

Consumer Affairs Department

Page 1 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A3XGG		9,300
		Prod. Date: 09/14/2015	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG 09/07/2016 02:10 PM US Mountain Daylight Time MHaynes Action Type:Incoming call
The caller, is warm transferred to writer by RA with translator

The caller states:

1. I bought insurance for the car to be covered while in Mexico
2. While in Mexico, the rear of the car caught fire
3. The insurance company is towing that car to one of the Kia dealers in Monterrey, Mexico, I don't know which one
4. I was told I would need to contact Kia about this

The writer states:

1. Apologizes issues
2. Confirms info
3. Fills out fire report
4. I will need to forward this to another dept for review
5. They will call you back once the review is finished
6. Gives case #

The caller states:

1. As the insurance I bought was for Mexico, wouldn't that cover repairs in Mexico?

The writer states:

1. Apologizes, but that would need to be asked of that insurance company

The caller states:

1. Thank you.

*** NOTES 09/07/2016 02:10 PM US Mountain Daylight Time MHaynes Action Type:Manager review
Dispatching fire case to NCA

*** PHONE LOG 09/08/2016 09:53 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:

1. Calling in ref to veh.
2. I will be handling your case.
3. Requested pictures.

Customer:

1. I don't have pictures but I think my ins. co. might.
2. I came back to San Antonio because I had to go back to work.
3. The car is still in Mexico though and its going to the Kia dlr there.
4. It might already be there.

Wtr:

1. Provided email address.
2. Ins. should be able to send pictures to me or to you.

Customer:

1. Ok, I will see what they have and have them send it to you.

Wtr:

1. Ok, thank you.

Kia Motors America

Consumer Affairs Department

Page 2 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A3XGG		9,300
		Prod. Date: 09/14/2015	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. Please c/b if you have any questions in the meantime.
3. Otherwise, I will be waiting for pictures.
4. Thanked and disconnected.

*** PHONE LOG 09/15/2016 03:37 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd

From:

Sent: Thursday, September 08, 2016 1:46 PM

To: Mojica, Jeannie [KMA]

Subject: RV: kia

De: Tadeo Sandoval <tsandoval@contry.com.mx <mailto:tsandoval@contry.com.mx>>

Enviado: jueves, 8 de septiembre de 2016 02:31:00 p. m.

Para: oxoxmireya@hotmail.com <mailto:oxoxmireya@hotmail.com>

Asunto: kia

saludos

*** PHONE LOG 09/21/2016 11:25 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr:

1. Calling in ref to veh.
2. Unfortunately, our policy does not allow for engineer to leave the country for an inspection.
3. Referred to ins. co.
4. Explained subro process.

Customer:

1. Ok, I think right now they have an estimate on repairs.
2. Thank you for calling me back.

Wtr:

1. No problem.
2. Thanked and disconnected.

*** CASE CLOSE 09/21/2016 11:27 AM Pacific Daylight Time JMojica

No further action required.

*** CASE CLOSE 09/30/2016 03:31 PM Pacific Daylight Time JMojica

TREAD review completed.

*** PHONE LOG 10/25/2016 12:49 PM Eastern Daylight Time Tlcnhour Action Type:Incoming call

Spanish Language Line

Wrt states:

1. What is your primary concern?

Cust states:

Kia Motors America

Consumer Affairs Department

Page 3 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A3XGG		9.300
		Prod. Date: 09/14/2015	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. bought veh 16 kia in USA
2. went to mexico
3. US insurance not valid in Mexico
4. bought insurance for Mexico
5. veh caught fire in back
6. filed claim in Mexico and they said they can not pay for it because it was a mechanical.
7. took veh to DLR in Monterey and they said it was not mechanical
8. how can i verify or tell insurance that it was not mechanical failure

Wrt states:

1. Apologized
2. Was the veh taken to US DLR or Mexico DLR?

Cust states:

1. Purchased in US but was taken to Mexico.

Wrt states:

1. May I have the VIN?

Cust states:

1. 5xypg4a3xgg

Wrt states:

***housekeeping completed, found

1. Advised that would need to go by what the Kia DLR stated.
2. If his insurance is denying claim, he would need to speak with insurance about issue.

Cust states:

1. I was going with family and bought insurance.
2. What should I do? Keep in Mexico?
3. Can you assist with fixing it?

Wrt states:

1. Unable to advise what to do.
2. As long as in Mexico, nothing we can assist with.
3. Would need US DLR to verify what caused the fire.

Cust states:

1. Always had insurance and first time used it.
2. There was smoke coming from back so pulled over.
3. Got help putting out fire.

Wrt states:

1. Understand
2. As long as in Mexico, nothing we can assist with.
3. Would need US DLR to verify what caused the fire.

Cust states

- 1 Thank you

Wrt states

- 1 Thank you

Kia Motors America

Consumer Affairs Department

Page 4 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A3XGG			9,300
		Prod. Date: 09/14/2015	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** CASE CLOSE 10/25/2016 12:50 PM Eastern Daylight Time Tlcnhour

Pe19-004
KIA
6/28/2019
DEFECT C
CA FILES
SORENTO

2017 SORENTO_ACCIDENT
SCRIPTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

[REDACTED]

A-2) Who was driving the vehicle or who was the last person to drive the vehicle?

[REDACTED]

A-3) What is the age of the driver?

[REDACTED]

A-4) How many other passengers were in the vehicle?

No

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

N/A

A-6) Were there any objects in the luggage compartment, passenger compartment, being towed, or

No

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

02/22/2018 07:00:00

B-2) What time was 911 called?

Around the afternoon, between 11am and 1pm

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

Normal flat road

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

No

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

Customer states they went to the gas station (Holiday service station) to fill up with gas. After filling car with gas customer drove a few feet down to the car wash (same location at service station). Customer states after they parked the veh and walked a few feet they noticed that the veh was beginning to catch fire

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

No

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

No

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

remote start

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

Bridge st

C-1) Which fire agency responded?

Chippewa Falls Fire Department

C-2) What is the fire report number?

Cust did not have it at this time

D-1) Where is the vehicle now?

at the KIA DLR

D-2) Have any repairs been completed?

No

D-3) Was the insurance company contacted?

Progressive

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

No

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

Determining the root cause of concern and assistance with repairs if needed

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

[REDACTED]

A-2) Who was driving the vehicle or who was the last person to drive the vehicle?

Yes

A-3) What is the age of the driver?

[REDACTED]

A-4) How many other passengers were in the vehicle?

2 passengers

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

Son in the passenger seat [REDACTED] and [REDACTED] in the back seat and she is [REDACTED]

A-6) Were there any objects in the luggage compartment, passenger compartment, being towed, or

no

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

03/12/2018 22:00:00

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

just my vehicle

B-2) What time was 911 called?

Yes

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

cloudy but not raining

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

no

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

I was driving and we smelled smoke and seen it and pulled over and the tires were on fire.

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

on

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

no

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

no

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

This happened on Freeway 60 in Pomona CA

C-1) Which fire agency responded?

n/a

C-2) What is the fire report number?

n/a

D-1) Where is the vehicle now?

towing company has it at 22810 Valley Blvd Pomona CA

D-2) Have any repairs been completed?

No

D-3) Was the insurance company contacted?

No

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

No

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

I am requesting that Kia repair it

Pe19-004
KIA
6/28/2019
DEFECT C
CA FILES
SORENTO

2017 SORENTO_CA
REPORTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Kia Motors America

Consumer Affairs Department

Page 1 of 16

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPGDA34HG	[REDACTED]	[REDACTED]	6.759
Eau Claire,	WI, 54701	Prod. Date:	11/18/2016	Dealer:	WI014 Prestige KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 02/26/2018 13:19:27 (GMT-07:00) Arizona ***

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

*** Phone - Call - Inbound created on 02/26/2018 13:52:04 (GMT-07:00) Arizona and created by Brenda Hernandez ***

Received updated phone number for customer

[REDACTED]

*** 02/26/2018 14:00:54 (GMT-07:00) Arizona ***

Assigned to WIPBin default of Leonel Martinez by Brenda Hernandez

Reason:

*** Phone - Call - Inbound created on 02/27/2018 10:59:11 (GMT-07:00) Arizona and created by Leonel Martinez ***

*****Per Tech line case #: [REDACTED]

*** 02/23/2018 12:43:38 ***

Contact = DAVID BAILEY, Priority = Standard, Sub Status = Dispatched

*** 02/23/2018 12:43:38 ***

Web - Problem Description created on 02/23/2018 12:13:33 and created by DAVID BAILEY

Fire in right rear bumper

*** 02/23/2018 12:43:38 ***

Web - Diagnostics created on 02/23/2018 12:13:33 and created by DAVID BAILEY

Found module 2 fuse blown

*****end of dup tech line case notes*****

*** Phone - Call - Inbound created on 02/27/2018 11:00:26 (GMT-07:00) Arizona and created by Leonel Martinez ***

Kia Motors America
Consumer Affairs Department

Page 2 of 16

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPGDA34HG [REDACTED]	[REDACTED]	6,759
Eau Claire, WI, 54701		Prod. Date: 11/18/2016	Dealer: WI014 Prestige KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Writer called WI014 and spoke with Svc Mgr Brittani:

1. Calling to gather repair info
2. Provided customer VIN

Svc Mgr states:

1. Customer states there was a fire in right rear bumper
2. Customer towed veh in
3. Customer was provided with a loaner through insurance

Writer states:

1. Thank you for the info

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED]

VIN: 5XYPGDA34HG [REDACTED]

MY (specify if EV or PHEV) and Mileage: 2017 Sorento with 6,759 miles

Most recent RO# and Open Date: [REDACTED] / 2-23-18

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

Most recent Repair Issue and Diagnosis: N/A

Able to Duplicate (Y/N): N/A

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

Repair History of current concern with dates and mileage: N/A

ETA for completion of repairs (if applicable): N/A

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

Techline Case (if applicable): N/A

Rental / Loaner Provided (Y/N) If so, since when?: N/A

Dealer contacted DPSM (Y/N if needed): N/A

Vehicle repaired (Y/N): N/A

Customer has possession (Y/N): No

Dealer Code/Selling Dealer (Y/N): WI014 / Yes

Original Owner (Y/N): Yes

What is current Customer Request (if needed): N/A

*** Phone - Call - Inbound created on 02/27/2018 11:01:02 (GMT-07:00) Arizona and created by Leonel Martinez

Writer called [REDACTED] and spoke with Mr. [REDACTED]

1. Calling to touch base
2. Aware veh was involved in a fire
3. Informed of no open recalls
4. Provided 5/60k BLW, RSA and 10/100k PTW for manufactures defects
5. Ran Fire Script
6. Advised to send pics of damage and police report to KMA
7. Provided KMA mailing address
8. Case will be escalated to NCA for further review
9. Someone from appropriate escalated office will call back in 2-3 business days

Kia Motors America

Consumer Affairs Department

Page 3 of 16

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA34HG			6.759
Eau Claire,	WI, 54701	Prod. Date: 11/18/2016	Dealer: WI014 Prestige KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

10. Provided case # and contact info

11. If any questions and/or concerns please call back

Customer states:

1. Ok

2. Thank you

*** Phone - Call - Inbound created on 02/27/2018 11:08:35 (GMT-07:00) Arizona and created by Leonel Martinez

Forward to NCA

1. Customer states there was a fire in right rear bumper

2. Vehicle is currently down at WI014

3. Customer is requesting assistance on determining the root cause of concern and also assistance with repairs if needed

4. Please review and follow up accordingly

*** 02/27/2018 11:30:17 (GMT-07:00) Arizona ***

Dispatched from WIPBin = default to Queue National CA by Leonel Martinez

Reason:

*** 02/28/2018 07:45:08 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 02/28/2018 07:58:33 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup

Reason:

*** Phone - Call - Outbound created on 02/28/2018 08:21:49 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case

2. Please advise

Cust states

1. Got gas and then was in line for the drive through car wash

2. Car was running

3. Someone then told me my car was on fire

4. I got out and it was coming from the rear right side corner

5. Car is at dlr

6. Have contacted insurance and they have informally denied claim because they said it was a faulty wiring harness

7. they will closing my insurance rental soon

Wrt states

1. thank you for information

Kia Motors America
Consumer Affairs Department

Page 4 of 16

Last name	First name	VIN of	2017 SORENTO	Case Number	Mileage
		5XYPGDA34HG			6,759
Eau Claire,	WI, 54701	Prod. Date:	11/18/2016	Dealer:	WI014 Prestige KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. Will contact dlr and follow up
3. will be able to offer rental/rental during inspection
4. Please contact me if you have any questions

cust states

1. thank you

*** Phone - Call - Outbound created on 02/28/2018 08:28:50 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with dlr. Left message for CB

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/01/2018 and created by Alex Villalpando ***

*** 02/28/2018 08:29:45 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin default and Sub Status of Assigned

*** Case note has been appended from duplicated auto-case on 03/01/2018 01:04:43 (PST)

Comments from Service Alert - TL

Dealer : Prestige Kia
Technician : DAVID BAILEY
Service Manager : BRITTANI KOENIG
Dealer Phone :
DPSM : Steve Broom
Vehicle Model : SORENTO LX AWD AUTO
Model Year : 2017
Mileage : 6759
Initial comments by Technician found in TL Case # :

[Problem Description]

Fire in right rear bumper

[Diagnostics Performed]

Found module 2 fuse blown

*** Email - External Email Sent created on 03/01/2018 09:15:53 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Thursday, March 01, 2018 9:16 AM

To: [REDACTED]

Subject: Kia Motors America [REDACTED]

Hi Chad,

Thank you for speaking with me earlier. As discussed, please provide photos of the rear sensors and what caught on fire. Also, can you please let me know if you are able to provide a rental/ loaner.

Please let me know if you have any questions.

Kia Motors America

Consumer Affairs Department

Page 5 of 16

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA34HG			6.759
Eau Claire,	WI, 54701	Prod. Date: 11/18/2016	Dealer: WI014 Prestige KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Thank you,

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/02/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/05/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 03/05/2018 12:26:48 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Chad at dlr. Chad advised will send repair estimate and photos

*** Phone - Call - Outbound created on 03/05/2018 13:21:45 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Have contacted dlr
3. Have you contacted dlr in regards to rental
4. Chad advised someone from sales will be able to place you in rental

Cust states

1. I have not heard back from them yet

Wrt states

1. Apologize
2. will contact dlr and follow up

Cust states

1. Thank you

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/07/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/08/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 03/07/2018 13:26:37 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with dlr. Left message for CB

*** Phone - Call - Outbound created on 03/08/2018 08:24:15 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Jamie in Sales. Jamie advised setting up account with enterprise and should be completed today. Will advise customer today.

*** Phone - Call - Outbound created on 03/08/2018 08:24:51 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Chad at dlr. Chad advised will send repair estimate today.

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada)

Kia Motors America

Consumer Affairs Department

Page 6 of 16

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA34HG			6.759
Eau Claire,	WI, 54701	Prod. Date: 11/18/2016	Dealer: WI014 Prestige KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

with Commitment Date 03/09/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 03/09/2018 13:52:10 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Brittani at dlr. Brittani advised will send Estimate

*** Email - External Email Received created on 03/09/2018 13:53:23 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: FW: 2017 Kia Sorento

Attached is the preliminary estimate from our body shop in regards to the 2017 Sorento. Let me know when to move forward with repairs.

Brittani L Koenig
Brittani L Koenig
Service Manager
Prestige Auto Corporation
Direct Line: 715-839-5441
Fax: 715-833-1569
bkoenig@prestigeautocorp.com

*** Note - Others created on 03/09/2018 14:21:48 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Reviewed with KMA engineers.

*** Phone - Call - Inbound created on 03/09/2018 15:13:16 (GMT-07:00) Arizona and created by Chistopher Davis ***

Customer states:

1. Been waiting on call from Alex
2. He has not reached out to me
3. I want to know who his boss is and what is going on

Writer states:

1. Apologized
2. I don't have information on his boss
3. May i place you on hold and try calling Alex?

Customer states:

1. Yes please

Writer states:

1. Called Alex
2. No answer

Writer states:

1. Apologized for hold
2. I was not able to get a response from Alex
3. I will document in case you called
4. He will be notified and advised you tried to contact him
5. I will forward information to my supervisor so she can get in contact with Alex and his supervisor due to no contac

Kia Motors America
Consumer Affairs Department

Page 7 of 16

Last name	First name	VIN of 2017 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPGDA34HG [REDACTED]	[REDACTED]	6,759
Eau Claire, WI, 54701		Prod. Date: 11/18/2016	Dealer: WI014 Prestige KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Customer states:

1. Okay
2. Thank you

*** Phone - Call - Outbound created on 03/09/2018 14:40:10 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Apologize for not being able to follow up sooner
3. Have contacted Dlr
4. Dlr does not currently have loaners available
5. Dlr is in process of creating enterprise account in order to provide rental

Cust states

1. Thank you for calling me back
2. It turns out I know [REDACTED] father
3. Understand that the corporate contract has not been approved yet
4. Need to find out how the rental is going to be payed for and also the tow bill
5. Progressive insurance - Adjuster Jason 715 216 7096
6. Chippewa Auto Body (715) 723-7369

Wrt states

1. Thank you
2. Can reach out to insurance and body shop
3. At this time, cause is not known
4. Would like to proceed with repair of your vehicle
5. Will have parts sent back to us for review
6. Once vehicle is completed, would like to offer GW

Cust states

1. Thank you
2. That sounds good to me.

Wrt states

1. Will advise dlr to proceed
2. Will contact insurance and body shop and will follow up
3. Please contact me if you have any questions.

Cust states

1. Thank you

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/12/2018 and created by Alex Villalpando ***

*** Email - External Email Sent created on 03/09/2018 14:51:42 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Friday, March 09, 2018 2:51 PM

To: 'Brittani Koenig'

Subject: RE: 2017 Kia Sorento Case# [REDACTED]

Brittani,

Kia Motors America

Consumer Affairs Department

Page 8 of 16

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA34HG			6.759
Eau Claire,	WI, 54701	Prod. Date:	11/18/2016	Dealer:	WI014 Prestige KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Per our conversation, please submit this repair as a G61 claim through your warranty admin.

Please see below for details of the repair.

PWA # (Kcase):

Dealer Name: Prestige Kia

Dealer Code: WI014

Date of Approval: 3/9/18

Dealer Contact: Brittani

Est. Repair Cost: \$2,273.51

Description of approved repair: Vehicle repair

Vehicle: 2017 Sorento- 5XYPGDA34HG

RO #:

*All repairs for which KMA has authorized a dealer to perform will only be reimbursed by KMA at the warranty labor and parts markup rate in effect at the time of repair.

If you have any further questions, please contact your DPSM or myself.

Please send confirmation of your acknowledgement.

Thank you,

*** Phone - Call - Outbound created on 03/09/2018 14:55:01 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Chippewa Auto Body and spoke to Chris. Chris advised that Kia wanted the vehicle towed to the dlr. Chippewa Auto Body paid for the tow and seeking reimbursement.

Wrt advised Chris to provide Invoice

*** Phone - Call - Outbound created on 03/09/2018 15:01:33 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Jason at insurance. Wrt advised Jason that Kia will be repairing vehicle. Jason advised that rental will be covered by Progressive and will seeking subrogation. Wrt provided contact information.

715 216 7096

*** Email - External Email Sent created on 03/09/2018 15:04:54 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Friday, March 09, 2018 3:05 PM

To: 'jrudqui1@progressive.com'

Subject: Kia Motors America / 5XYPGDA34HG

Hi Jason,

Thank you for speaking with me. Per our conversation, please provide my contact information as I would be the best contact for subrogation.

Please contact me if you have any questions.

Thank you,

Kia Motors America

Consumer Affairs Department

Page 9 of 16

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA34HG			6.759
Eau Claire,	WI, 54701	Prod. Date:	11/18/2016	Dealer:	WI014 Prestige KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Outbound created on 03/09/2018 15:08:03 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Have contacted Chippewa Auto Body and Jason at insurance
3. Have also sent approval to dlr
4. Chippewa Auto Body has paid for tow and will work them for reimbursement
5. Jason at insurance advised that he will hand off rental for subrogation

Cust states

1. Thank you for following up
2. Will this transfer from Progressive to the dlr

Wrt states

1. Once dlr has set up rental, a new rental agreement will be made
2. Will follow up

cust states

1. thank you

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/20/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 03/19/2018 14:00:29 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with dlr. Left message for CB

*** Phone - Call - Inbound created on 03/19/2018 14:09:42 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Cust attempted contact.

*** Phone - Call - Outbound created on 03/19/2018 14:18:28 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case

Cust states

1. I called and left message
2. Wanted to follow up
3. Still in a rental vehicle and insurance said they wanted Kia to pay for the vehicle instead of having to subrogate
4. Also wanted to discuss GW

Wrt states

1. In regards to rental, have reviewed for options

Kia Motors America

Consumer Affairs Department

Page 10 of 16

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA34HG			6.759
Eau Claire,	WI, 54701	Prod. Date:	11/18/2016	Dealer:	WI014 Prestige KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. can work with insurance once we receive subrogation
3. Or you can pay the fees and I can reimburse you
4. In regards to GW, can offer GW once vehicle is completed as discussed

Cust states

1. I do not want to have to pay for the rental
2. I would rather discuss GW now
3. I do not want to pick up the vehicle until then
4. I have also spoken to Ann at the dlr about the rental
5. I called and you did call me back right away

Wrt states

1. I will contact your insurance and advise
2. Unable to discuss GW at this time
3. Need to wait for vehicle to be completed before offering GW
4. Apologize as not always able to follow up right away
5. Will follow up once I have updates
6. Please contact me if you have any questions.

*** Phone - Call - Outbound created on 03/19/2018 14:24:45 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Ann at dlr. Ann advised

1. Have completed account with enterprise
2. We are waiting on date to take over the bill
3. Customer will be able to stay in his current rental
4. Will not get a copy of the invoice until it is returned

Wrt states

1. Thank you for information
2. Please take over billing from insurance beginning tomorrow

Ann states

1. Okay I will contact them and advise
2. thank you

*** Phone - Call - Outbound created on 03/19/2018 14:29:46 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with insurance. Left message for CB

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/20/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 03/20/2018 14:01:37 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Ann at dlr. Ann advised

1. Insurance is pushing the total bill for rental coverage to dlr
2. Wants to know if it would be okay to have rental start day as 2/23/18
3. requested email

Wrt states

1. Will be able to cover
2. Will send email

Kia Motors America

Consumer Affairs Department

Page 11 of 16

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA34HG			6.759
Eau Claire,	WI, 54701	Prod. Date:	11/18/2016	Dealer:	WI014 Prestige KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

3. Please provide copy of customer's sales contract

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/21/2018 and created by Alex Villalpando ***

*** Note - Others created on 03/20/2018 14:06:34 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

<For Internal Use Only

Ann 715 839 5435>

*** Email - External Email Received created on 03/21/2018 13:46:43 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Brittani at dlr advised vehicle is expected to be completed 3/22/18

*** Email - External Email Sent created on 03/21/2018 13:49:05 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Wednesday, March 21, 2018 1:49 PM

To: 'Brittani Koenig'

Subject: RE: 2017 Kia Sorento Case#

Hi Brittani,

Thank you for the update. As discussed, please send back the parts replaced including the harnesses and sensors.

Thank you,

*** Phone - Call - Outbound created on 03/21/2018 14:22:00 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Dlr has advised vehicle should be completed by tomorrow
3. Would like to discuss GW
4. See amount finance was \$28,780.89
5. This amount divided by 60 months and rounded up is \$500
6. Vehicle has been down for almost 1 month
7. Can offer GW of \$1,000

Cust states

1. That sounds good to me
2. Just concerned that this may happen again and do not know what caused this
3. What if this does

Wrt states

1. This case has been documented
2. Vehicle will retain its original warranty

Cust states

1. Okay then
2. I am not sure if I will feel safe

Kia Motors America

Consumer Affairs Department

Page 12 of 16

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA34HG			6.759
Eau Claire,	WI, 54701	Prod. Date: 11/18/2016	Dealer: WI014 Prestige KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

3. If I request a repurchase I am sure you will deny and I will have to get an attorney
4. Do not want this to happen
5. Is there a warranty that is specific for this harness and electrical

Wrt states

1. Unsure but will check and follow up
2. I will be out of office starting tomorrow
3. If unable to come to agreement today, someone case assist in the meantime

cust states

1. Thank you

*** Phone - Call - Outbound created on 03/21/2018 14:41:53 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Have reviewed as requested
3. Instead of the \$1,000 offered
4. Can look into offering the Platinum extended warranty plan
5. Will cover vehicle for 10 years/100,000 miles of when plan is sold
6. Plan MSRP is \$2,200. Wrt explains what plan does not cover.
7. This is not a plan normally offered and will management approval
8. Instead of the \$1,000 offered, would you be interested in this

Cust states

1. This is something that I would be interested in
2. Has everything with the rental been solved

Wrt states

1. Rental has been addressed and will be able to cover the rental
2. Recommend to pick up vehicle once its completed and drive vehicle
3. I will be out of office starting tomorrow until first week of April
4. Can follow up then with you to see how you and vehicle are
5. Should have an answer at that time for the extended warranty.
6. Is this okay

Cust states

1. That sounds great to me
2. Thank you for your help.

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/02/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/03/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/04/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 04/06/2018 10:24:26 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted dlr. Dlr advised vehicle has been picked up.

Kia Motors America
Consumer Affairs Department

Page 13 of 16

Last name	First name	VIN of	2017 SORENTO	Case Number	Mileage
		5XYPGDA34HG			6,759
Eau Claire,	WI, 54701	Prod. Date:	11/18/2016	Dealer:	WI014 Prestige KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wrt left message for SM to CB

*** Phone - Call - Outbound created on 04/06/2018 10:33:12 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Have contacted dlr and they have advised you have picked up your car
3. How is everything so far

cust states

1. Everything is okay so far, it was professionally done
2. Have you heard back about the plan we discussed

Wrt states

1. Yes
2. After review, will be able to provide platinum plan
3. Will prepare and send you document next week
4. Please review and sign
5. Please contact me if you have any questions

Cust states

1. That sounds great
2. thank you for your help

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/09/2018 and created by Alex Villalpando ***

*** Email - External Email Sent created on 04/10/2018 16:58:49 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Tuesday, April 10, 2018 4:59 PM

To:

Subject: Kia Motors America

Hello Mr.

Thank you for speaking with me the other day. Per our conversation, please review attached document and return signed.

Please contact me if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/12/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/28/2018 08:29:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/16/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 04/27/2018 16:42:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/30/2018 and updated by Alex Villalpando ***

Kia Motors America

Consumer Affairs Department

Page 14 of 16

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPGDA34HG	[REDACTED]	[REDACTED]	6.759
Eau Claire,	WI, 54701	Prod. Date:	11/18/2016	Dealer:	WI014 Prestige KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Outbound created on 05/01/2018 10:23:31 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with dlr. Left message for CB

*** Phone - Call - Inbound commitment updated on 05/01/2018 10:24:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/02/2018 and updated by Alex Villalpando ***

*** Email - External Email Received created on 05/03/2018 10:26:22 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Alex, I think I need to have this document reviewed by an attorney. It seems to me that Kia is attempting to absolve themselves of any potential liability should another spontaneous fire occur and there is third party liability involved. Since the damage to the vehicle was fixed, but the cause was not determined and quite possibly not corrected, I will not accept all liability in the case of what happened once happening again.

I will get back to you after we consult with an attorney.

This may be a week or more as we are leaving on vacation Friday and will be unable have the consultation until we return.

thank you

*** Email - External Email Received created on 05/03/2018 10:27:14 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Subject: Re: Kia Motors America [REDACTED]

Hi Alex,

Attached is the signed document. Please confirm for me the receipt of the document and that the platinum extended warrenty is in production.

Thanks, [REDACTED]

*** 05/03/2018 10:52:06 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 132554 Submitted

*** Email - External Email Sent created on 05/03/2018 10:55:10 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

To: [REDACTED]

Subject: RE: Kia Motors America [REDACTED]

Hello Mr. [REDACTED]

Thank you. I have submitted your vehicle platinum protection plan for processing and will follow up with you once completed. Please also 4-6 weeks.

Please contact me if you have any questions.

Kia Motors America
Consumer Affairs Department

Page 15 of 16

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA34HG			6.759
Eau Claire,	WI, 54701	Prod. Date:	11/18/2016	Dealer:	WI014 Prestige KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Best regards,

*** 05/03/2018 11:03:38 ***

Goodwill #: 132554 Submitted

*** Phone - Call - Inbound commitment updated on 05/03/2018 11:14:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/07/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/07/2018 14:10:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/08/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/17/2018 10:56:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/23/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/23/2018 08:27:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/25/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/30/2018 15:54:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/06/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 06/08/2018 11:22:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/15/2018 and updated by Alex Villalpando ***

*** 06/13/2018 15:09:47 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: 132554 Final Approved

*** Phone - Call - Inbound commitment updated on 06/15/2018 09:01:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/21/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 06/21/2018 08:51:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/21/2018 closed by Alex Villalpando ***

*** 06/21/2018 08:51:58 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Alex Villalpando with Resolution Code : Goodwill Issued

[Resolution Summary]

Pending further contact.

*** 07/20/2018 13:04:32 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened by Jeff Stroup with Sub Status of Working

*** 07/20/2018 13:09:11 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: 135453 Submitted

*** 07/20/2018 13:09:38 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Inbox/Need To Call and Sub Status of Working

*** 08/23/2018 14:17:06 ***

Goodwill #: 135453 Submitted

*** 08/23/2018 14:23:04 ***

Goodwill #: 135453 Submitted

Kia Motors America

Consumer Affairs Department

Page 16 of 16

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA34HG			6.759
Eau Claire,	WI,	54701	Prod. Date: 11/18/2016	Dealer: WI014	Prestige KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 08/23/2018 17:15:29 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: 135453 Final Approved

*** 09/07/2018 08:55:14 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Jeff Stroup with Resolution Code : Goodwill Issued

[Resolution Summary]

Pending further contact.

Kia Motors America

Consumer Affairs Department

Page 1 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A34HG			15.000
		Prod. Date: 08/18/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 03/13/2018 12:48:06 (GMT-05:00) Eastern Time (US & Canada) ***

Contact = Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/13/2018 12:48:11 (GMT-05:00) Eastern Time (US & Canada) and created by Kristi Smith ***

cust states: Spanish interpreter

1. I was driving the vehicle and all of a sudden it caught on fire.
2. It was towed away but not to a Kia dealership.

wrt states:

1. Apologized.
2. Will escalate case to get more resources involved and someone from that dept will call you in 2-3 bus days.

cust states:

1. Ok, thank you.

*** Note - Others created on 03/13/2018 16:03:23 (GMT-05:00) Eastern Time (US & Canada) and created by Kristi Smith ***

Dispatching to NCA

1. Customer alleges vehicle caught on fire while driving.
2. Vehicle is at the towing facility.
3. Customer is requesting vehicle to be fixed and a car to drive.
4. Please review and follow up accordingly.

*** 03/13/2018 16:03:55 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin = Working to Queue National CA by Kristi Smith

Reason:

*** 03/14/2018 07:46:01 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 03/14/2018 07:52:47 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 1.1 Default/IC of Gustavo Villela by Jeff Stroup

Reason:

*** Phone - Call - Inbound created on 03/15/2018 14:51:41 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr LVM for

*** Phone - Call - Inbound commitment created on 03/15/2018 14:51:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/22/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 03/19/2018 12:40:53 (GMT-05:00) Eastern Time (US & Canada) and created by Dennis Whitman ***

[Spanish Call]

Cust states:

1. I'm calling because of my vehicle catching fire
2. The wheels got burnt in this case, I've already called it in and I haven't gotten an answer and I've been renting a

Kia Motors America

Consumer Affairs Department

Page 2 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A34HG		15.000
		Prod. Date: 08/18/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

car and need to get some additional help

3. Is there an update on my case?

Wtr States:

1. Apologized
2. Advised that NCA attempted contact on 3/15/18
3. Please allow time for contact back
4. Once we have more info we will reach back out, Your case manager will be notified and we will update your case
5. Advised of reimbursement process on rentals - advised accordingly
6. Thanked

Cust states:

1. Thank you
2. I just wanted to get in touch with you

*** Phone - Call - Inbound created on 03/19/2018 19:40:30 (GMT-05:00) Eastern Time (US & Canada) and created by Thomas Beam ***

Cust

- 1.) I would like to know if I am able to get my stuff out of the vehicle.

Writer

- 1.) informed we cannot stop customer from getting personal property out of vehicle
- 2.) Gave phone number to dealer
- 3.) Advised to call dealership to speak with service about getting things from vehicle.

Cust

- 1.) Ok. Thank you.

*** Phone - Call - Inbound created on 03/22/2018 11:03:34 (GMT-07:00) Arizona and created by Amanda Cromer ***

Customer states:

1. Provided Phone #
2. I am trying to get an update on my veh

writer states:

1. thanked adn apolgozied
2. advised customer case has been escalated to a different office
3. advised customer will reach out to analyst and request he call customer

Customer states:

1. thank you

*** Phone - No Callback created on 03/28/2018 08:27:37 (GMT-07:00) Arizona and created by Amanda Cromer ***

Customer states:

1. provided phone #
2. I am calling because no one has called me back

writer states:

1. thanked and apologized

Kia Motors America

Consumer Affairs Department

Page 3 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2017 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A34HG		15.000
		Prod. Date: 08/18/2016	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. Advised customer case has been escalated to NCA
3. offered to transfer customer to analyst's VM

customer agreed to be transferred

*** Phone - Call - Inbound created on 03/29/2018 10:46:37 and created by Jacob Adams ***
customer states
1 is my case manager available

writer states
1 apologized
2 he is not available i left him a voicemail and sent an email requesting him to contact you
3 thank you

*** Phone - Call - Outbound created on 03/29/2018 12:22:46 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr tried calling customer 2 times with interpreter but customer didn't answer

*** Phone - Call - Inbound created on 03/29/2018 11:33:05 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with [REDACTED] [REDACTED] with spanish interpreter)
1. Wtr asked for pictures and fire report
2. Cust advised they do not have pics or report
3. Cust was told kia would pick up vehicle
4. Cust stated they were driving and saw smoke and pulled over
5. Cust said when the firefighters arrived the fire was put out
6. Only the rims were left
7. I was told kia would reimburse me for the rental I am in, they even told me where to get it
8. Wtr asked to get pictures to move forward with case
9. Wtr advised will review call in relation to rental
10. Wtr advised case would need to be reviewed
11. Wtr took number to text for cust

call ended

*** Phone - Call - Inbound commitment fulfilled on 03/29/2018 12:29:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/22/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 03/29/2018 12:29:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/05/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 03/30/2018 15:35:08 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Tread Review Completed

*** Phone - Call - Inbound created on 05/25/2018 12:57:17 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for [REDACTED] [REDACTED]

*** Phone - Call - Inbound commitment updated on 05/25/2018 12:57:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/01/2018 and updated by Gustavo Villela ***

Kia Motors America

Consumer Affairs Department

Page 4 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPG4A34HG			15.000
		Prod. Date: 08/18/2016	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound created on 06/12/2018 11:27:13 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for

*** Phone - Call - Inbound commitment fulfilled on 06/12/2018 11:27:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/01/2018 closed by Gustavo Villela ***

*** 06/12/2018 11:27:30 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Information Given
[Resolution Summary]
Pending further customer call back

Pe19-004
KIA
6/28/2019
DEFECT C
CA FILES
SORENTO

2018 SORENTO_ACCIDENT
SCRIPTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

[REDACTED]

A-2) Who was driving the vehicle or who was the last person to drive the vehicle?

[REDACTED]

A-3) What is the age of the driver?

[REDACTED]

A-4) How many other passengers were in the vehicle?

NONE

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

NONE

A-6) Were there any objects in the luggage compartment, passenger compartment, being towed, or

NO

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

03/06/2019 23:00:00

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

FLAMES DID NOT SPREAD TO ANY OTHER PROPERTY

B-2) What time was 911 called?

11 PM

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

UNAVAILABLE

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

NO

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

CUSTOMER PARKED AND WENT INTO WORK AT 3PM, WHEN SHE RETURNED AT 11PM THERE WAS FIRE DAMAGE, FIRE DEPARTMENT WAS THEN CALLED BU THEY CONFIRMED FLAMES WERE CONTAINED WITH CONSOLE/GEAR SHIFT, FLAMES WERE OUT BY THE TIME IT WAS DISCOVERED

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

OFF

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

NONE

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

NO

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

██████████ UNIONTOWN PA, ██████ PARKING LOT

C-1) Which fire agency responded?

NONE, AGENT NOW SAYING ONLY PA POLICE DEPARTMENT WAS AT THE SCENE

C-2) What is the fire report number?

NONE

D-1) Where is the vehicle now?

INSURANCE AUTO AUCTION, ON HOLD, 57 WOODLAWN RD ALIQUIPPA PA 15001

D-2) Have any repairs been completed?

NO

D-3) Was the insurance company contacted?

YES

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

NO

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

CAUSE/ORIGIN INSPECTION, POSSIBLE COVERAGE

Pe19-004
KIA
6/28/2019
DEFECT C
CA FILES
SORENTO

2018 SORENTO_CA
REPORTS_ALLEGED DEFECT
C_EXPANDED SCOPE

Kia Motors America

Consumer Affairs Department

Page 1 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA30JG			11.316
Uniontown	PA , 15401	Prod. Date: 05/02/2017	Dealer: PA089 Jim Shorkey KIA of Union		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 03/15/2019 11:53:48 ***

Contact = Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/15/2019 11:55:24 and created by Briana Stonechek ***

Geico agent, Megan, states:

1. The customer's dash board caught on fire
2. I was calling to see if KIA will cover the cost of damages and the value of the car under warranty

writer states:

1. Apologized
2. I'll forward to my national office for review
3. Ran fire script
4. What is you contact information?

Geico agent, Megan, states:

1. Megan Danek
2. Phone 540-286-4638
3. Fax 703-738-2188
4. Email mdanek@geico.com
5. I would like to be the primary contact please

*** Note - Others created on 03/15/2019 12:16:01 and created by Briana Stonechek ***

Call to Action:

1. Customer alleges car caught on fire
2. Geico agent Megan seeking follow up
3. Please review and assist

*** 03/15/2019 12:17:35 ***

Dispatched from WIPBin = Default to Queue National CA by Briana Stonechek
Reason: Fire

*** 03/18/2019 07:59:32 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 03/18/2019 08:02:04 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Default of Jesus Diaz by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 03/21/2019 09:37:40 and created by Jesus Diaz ***

Wtr. contacted

Wtr.

1. Left voicemail
2. Calling in regards to case
3. Expecting call back

*** Phone - Call - Inbound created on 03/22/2019 07:37:27 and created by LINDA ENGLISH ***

Megan Danick (Geico) states:

- 1 Is there a number that I can docs to?

Kia Motors America

Consumer Affairs Department

Page 2 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA30JG			11.316
Uniontown	PA , 15401	Prod. Date: 05/02/2017	Dealer: PA089 Jim Shorkey KIA of Union		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wrt states:

1 Provided fax number

2 Please place Case # on fax so docs can be attached directly to the case

Cust states:

1 Thank you

*** Phone - Call - Outbound created on 03/22/2019 11:31:43 and created by Jesus Diaz ***

Wtr. attempt to contact

1. No answer

2. Voicemail box full

*** Phone - Call - Outbound created on 03/22/2019 11:32:19 and created by Jesus Diaz ***

Wtr. contacted Megan Danek -- Asked to be primary contact

Wtr.

1. Calling in regards to case

2. left voicemail

3. Waiting on call back

*** Phone - Call - Outbound created on 04/09/2019 16:31:48 and created by Jesus Diaz ***

Wtr. contacted customer

Wtr.

1. Attempted to call

2. No answer

3. Voicemail box full

*** Phone - Call - Outbound created on 04/09/2019 16:34:41 and created by Jesus Diaz ***

Wtr. contacted customer

Wtr.

1. Calling in regards

2. Reviewed over script

Customer

1. Confirmed Script

2. Took pictures and videos day of the incident

3. Currently talking to insurance and gap insurance to cover veh

4. Currently driving

Wtr.

1. Understands

2. Will send email address when customer gets the chance she will send over insurance and pictures/videos of incident

Customer

1. Thanked

Wtr.

1. what are you seeking/expecting of KIA

customer

1. Reimbursements for any missing or out of pocket expenses

Wtr.

1. Understands and will looked into case

2. Should be reviewed once information is sent in

Customer

1. Thanked

Kia Motors America
Consumer Affairs Department

Page 3 of 4

Last name	First name	VIN of 2018 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPGDA30JG [REDACTED]	[REDACTED]	11,316
Uniontown	PA , 15401	Prod. Date: 05/02/2017	Dealer: PA089	Jim Shorkey KIA of Union

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Email - External Email Sent created on 04/09/2019 16:48:50 and created by Jesus Diaz ***

From: Diaz, Jesus [KMA]

Sent: Tuesday, April 09, 2019 4:39 PM

To: [REDACTED]

Subject: KIA Motors America - [REDACTED]

Hello Ms. [REDACTED]

Thank you for taking the time to speak with me.

As per our conversation, please send me any photos/videos or reports in reference to the vehicle fire. Please also send your insurance information including your adjuster contact information and claim number. Once I have all that information I will go ahead and review with our engineers and I will follow up with you in regards to the next steps. If you have any further questions, please give me call or send me an email.

Thank you,

*** Email - External Email Received created on 04/11/2019 09:54:00 and created by Jesus Diaz ***

From: [REDACTED]

Sent: Wednesday, April 10, 2019 3:02 PM

To: Diaz, Jesus [KMA]

Subject: Re: KIA Motors America - [REDACTED]

Pictures and Insurance card

*** Phone - Call - Outbound created on 04/11/2019 10:09:03 and created by Jesus Diaz ***

Wtr. contacted Geico

Wtr.

1. Calling in regards to case
 2. Information on veh or what Geico has done
- Rep.

1. Informed wtr. that an inspector did go out to view the veh
2. Performed a cause and origin of incident
3. Found that cause of fire was accidental
4. Came from floor board on passenger side
5. potentially a cigarette
6. Not due to anything mechanical or electrical
7. Created case preemptively --- not seeking anything from KIA

Wtr.

1. Understands and thanked for information
2. Will follow up with customer

*** Phone - Call - Outbound created on 04/11/2019 10:16:06 and created by Jesus Diaz ***

Wtr. contacted Cust.

Wtr.

1. Calling in regards to case
2. Informed cust of what insurance found
3. Accidental fire -- at this time cannot continue with case unless report of the cause and origin is provided
4. They potentially can provide one to cust.

Cust.

Kia Motors America

Consumer Affairs Department

Page 4 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2018 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA30JG			11.316
Uniontown	PA , 15401	Prod. Date: 05/02/2017	Dealer: PA089 Jim Shorkey KIA of Union		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. understands and confused about the cause of the fire
2. Will call geico to get report

Wtr.

1. Will wait for report

<For Internal Use Only

.>

*** Phone - Call - Outbound created on 04/11/2019 12:59:12 and created by Jesus Diaz ***

Wtr. contacted cust.

Wtr.

1. Calling in regards to case
2. report?

Cust.

1. informed wtr. that unable to get report because it was an accidental fire and it would cost 1000 dollars to obtain
2. it was explained that it was not mechanical nor electrical issue

Wtr.

1. understands
2. informs cust based upon the information we have at this time KIA will not be able to assist at this time and will refer cust to insurance

Cust.

1. understands
2. Thanked Wtr. for the help and patience

NS, INC. © - IAAI.COM

07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

07/10/2017



07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

NS, INC. © - IAAI.COM

07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

07/10/2017



07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

NS, INC. © - IAAI.COM

07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

07/10/2017



07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

NS, INC. © - IAAI.COM

07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

07/10/2017



07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

INS. INC. © - IAAI.COM

AUTO AUCTIONS, INC. © - IAAI.COM

07/10/2017

07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM



NS, INC. © - IAAI.COM 07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM 07/10/2017

3 - 07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

07/10/2017 INSURANCE AUTO AUCTIONS, INC. © - IAAI.COM

INS. INC. © IAAI.COM

07/10/2017 INSURANCE AUTO AUCTIONS, INC. © IAAI.COM

07/10/2017



07/10/2017 INSURANCE AUTO AUCTIONS, INC. © IAAI.COM







Facsimile Cover Sheet
Carátula de facsímil

Confidential Business
Confidencial Empresarial

State Farm®
Providing Insurance and Financial Services
Su Compañía de Seguros y Servicios Financieros
Home Office, Bloomington, Illinois 61710
Oficina Central, Bloomington, Illinois

To / A: 12436166

Date / Fecha: 8/11/2017 3:58:44 PM

Fax number / Número de fax: 9492993229

Total pages / Cantidad de páginas: 6

Notice: Confidential Business

The information contained in this facsimile message and any attachments contains **confidential business** material intended for the sole use of the individual(s) named above. If you are not an intended business recipient listed above, or an employee or agent of such recipient who is responsible for delivering this material to them, you are hereby notified that any disclosure, duplication, distribution, or other use of this

information, or the taking of any action in reliance on the contents of this transmission, without the express written consent of State Farm®, is STRICTLY PROHIBITED. If you have received this transmission in error, please notify the sender immediately by telephone, so the return of this material can be arranged at no cost to you.

Aviso: Confidencial de la Empresa

La información que se encuentra en el mensaje de este facsímil y cualquier documento adjunto contiene material **confidencial de la empresa** para uso exclusivo de la(s) persona(s) nombrada(s) anteriormente. Si usted no es el destinatario mencionado anteriormente, o un empleado o agente de dicho destinatario que sea responsable de entregar este material al mismo, por la presente se le notifica que cualquier divulgación, duplicación, distribución, u otro uso de esta

información, o cualquier medida que se tome basada en el contenido de esta transmisión, sin el expreso consentimiento por escrito de StateFarm®, está ESTRUCTAMENTE PROHIBIDA. Si usted recibió esta transmisión por equivocación, por favor notifiquenos inmediatamente por teléfono para que podamos hacer los arreglos necesarios para que nos devuelva este material sin costo alguno para usted.

Message / Mensaje:

From/De:[Britt Rose], Phone:[5129184274], Subject:[12436166],

Comments:[ref 12436166]

1004519 119545 03-03-2014 190-6580 a.8



For Customer Support refer to the appropriate platform below:

OrderPoint

800-934-9698

Orderpoint.support@lexisnexis.com

Accurint for Insurance

866-277-8407

Accurint.support@lexisnexis.com

Lexis.com

Law Firm accounts

800-543-6862

PAGE COUNT: 5

CLIENT : [REDACTED]
DIVISION :
ADJUSTER : LPRY
CLAIM : [REDACTED]

TRANSACTION # : [REDACTED]
DATE : 08/11/2017

DATE OF LOSS : 07/01/2017 TIME OF LOSS : 0:0:0
STREET :
CITY : ROCKSPRINGS
COUNTY : KERR
STATE : TX

INVESTIGATING AGENCY : KERR CO SO
REPORT NUMBER : [REDACTED]
REPORT TYPE : Auto Accident
PARTY 1 : [REDACTED]
PARTY 2 :
PARTY 3 :

CAR : SORENTO MAKE : KIA YEAR : 2016
TAG : NA

DRIVER LICENSE :
ADDITIONAL INFO :

NOTE :

THANK YOU FOR YOUR ORDER!

400 Clearwater Paseo
 Kerrville, TX 78028

Kerr County Sheriff's Office

INCIDENT/OFFENSE REPORT

Case Number [REDACTED]

W.R. Hierholzer
 Sheriff

CALL INFORMATION

Dispatch Operator	Nature of Call Reported	Call Number
Tillson, Kendra	Fire Call	[REDACTED]

REPORTING INFORMATION

Location	Initial Call Reporter	Offense Address
2500 Blk Highway 41	Emily Gardner	4300 Blk Highway 41
	No Known Address	Mountain Home Tx 78058

OFFICER INFORMATION

Officer(s) Assigned	Date Assigned	Notified	Arrived	Cleared	Disposition
Spence, Casey	07/01/2017	4:04 PM	4:28 PM	5:12 PM	Report
Alexander, Kenneth Brien		4:05 PM		4:13 PM	Report
Driess, James		4:09 PM	4:14 PM	6:07 PM	Report
Portan, Brenden		4:12 PM	4:32 PM	5:13 PM	Report
Alexander, Kenneth Brien		4:14 PM	4:27 PM	5:26 PM	Report
Marcum, Andrew		4:14 PM		4:15 PM	Report
Hall, Sgt. Tommy		4:47 PM	4:47 PM	5:54 PM	Report
Edwards, Jonathan		5:13 PM	5:13 PM	5:30 PM	Report

INVESTIGATOR

Investigator Assigned	Att/Compl	Area	Subdiv/Grid

INCIDENT INFORMATION

Incident Type	Inc/Off Date	Inc/Off Time	UCR Code	Status	Status Date
Fire Call	07/01/2017	4:01 PM		Closed	07/02/2017

OFFENSE

Inc/Off Code	Offense Description

PROPERTY INFORMATION

Prop. ID#	Category	Description of Item(s)	Serial No.	Estimated Value
2017-4779	Evidence	PATROL UNIT #074 VIDEO		
2017-4780	Evidence	VIDEO- BWC EDWARDS		
2017-4782	Evidence	BWC - B PORTAN		
2017-5567	Damaged	GAME FENCE 210'		

VEHICLE PROPERTY

Year	Make	Model	Color	License	Description
2016	Kia		Black	[REDACTED]	FIRE DAMAGE

PARTY INFORMATION

Connection	Name	Address	Phone	Sex	Height	Race	DOB
Complainant/ Victim	[REDACTED]	[REDACTED] Friendswood, Tx	[REDACTED]	F	5 Ft. 7 In.	W	[REDACTED]

This report is furnished in compliance with the Texas Open Records Act, article 6252-17a Vernons annotated Civil Statutes, case law, and published rulings relating to cases under investigation.

Printed on 8/7/2017 at 10:33:59 AM

Page 1 of 4

400 Clearwater Paseo
Kerrville, TX 78028

Kerr County Sheriff's Office**INCIDENT/OFFENSE REPORT**

Case Number [REDACTED]

W.R. Hierholzer
Sheriff

Other Person	[REDACTED]	[REDACTED] Corpus Christi, Tx	[REDACTED]	M	5 Ft. 10 In.	W	[REDACTED]
Other Person	[REDACTED]	[REDACTED] Floresville, Tx	[REDACTED]	M	5 Ft. 8 In.	W	[REDACTED]
Other Person	[REDACTED]	[REDACTED] Kerrville, Tx	[REDACTED]				
Victim/Complainant	[REDACTED]	[REDACTED] Christi Road Elmendorf, Tx [REDACTED]	[REDACTED]	M	5 Ft. 5 In.	W	[REDACTED]
Victim/Complainant	[REDACTED]	[REDACTED] Christi Road Elmendorf, Tx [REDACTED]	[REDACTED]	F	5 Ft. 4 In.	W	[REDACTED]

SYNOPSIS

ON Saturday, 07/01/2017, DEPUTY RESPONDED TO A VEHICLE FIRE IN THE 4100 BLOCK OF HIGHWAY 41, MOUNTAIN HOME, KERR COUNTY, TEXAS. THE FIRE WAS CONTAINED AND NO INJURIES WERE REPORTED.

END SYNOPSIS

400 Clearwater Paseo
Kerrville, TX 78028

Kerr County Sheriff's Office

INCIDENT/OFFENSE REPORT
Case Number [REDACTED]

W.R. Hierholzer
Sheriff

NARRATIVE

1. On Saturday, 7/1/2017, I Corporal Jonathan Edwards, responded to a vehicle fire with Deputy Portan in the [REDACTED], Mt Home, Kerr County, TX.
2. I arrived and assisted with traffic control as part of the highway had to be shut down and one lane of traffic was open.
3. I observed a vehicle severely burnt and somewhat put out upon arrival. A secondary fire occurred burning a portion of private property where the gate chain had to be cut so Divide VFD could access and extinguish the fire.

END OF SUPPLEMENT

1. ON 07/01/2017, AROUND 4:01PM, I RESPONDED TO A CALL WITH CORPORAL EDWARDS ABOUT A VEHICLE THAT WAS FULLY ENGULFED IN FLAMES AROUND THE 4100 BLOCK HWY 41, MOUNTAIN HOME, KERR COUNTY, TEXAS.
2. UPON ARRIVAL, I OBSERVED A BURNT VEHICLE THAT WAS STILL BEING PUT OUT BY THE DIVIDE VFD. THE FIRE ALSO SPREAD TO THE SIDE OF THE ROAD AND CONTINUED ONTO A PRIVATE PROPERTY THAT BELONGS TO [REDACTED] (W/M [REDACTED])
3. I MADE CONTACT WITH A WITNESS (W/M [REDACTED]), WHO OBSERVED THE VEHICLE FIRE. [REDACTED] STATED THAT WHILE HE WAS TRAVELING WEST ON HWY 41 AND SAW SMOKE COMING FROM THE BACK OF A SILVER PASSENGER CAR THAT PASSED HIM.
4. [REDACTED] ALSO STATED THAT HE NOTICED A HITCH CARRIER BASKET ON THE BACK OF THE VEHICLE THAT HAD SEVERAL PIECES OF CLOTHING HANGING OFF THE BACK. IT APPEARED THAT THE FIRE COULD HAVE IGNITED DUE TO THE CLOTHING HANGING OFF THE BACK AND POSSIBLY COMING IN CONTACT WITH THE EXHAUST PIPE.
4. [REDACTED] STATED THAT ABOUT 10 MINUTES LATER, HE SAW THE VEHICLE STOPPED AND IT WAS ON FIRE. [REDACTED] THEN DROVE BACK TO THE DIVIDE VFD AND KNOCKED ON THE DOOR. AFTER NO ANSWER, [REDACTED] CALLED 911 AND STOOD BY TO ASSIST THE PASSENGERS OF THE VEHICLE.
5. I ALSO ASKED [REDACTED] IF HE WOULD BE WILLING TO COMPLETE A WITNESS STATEMENT ABOUT THIS INCIDENT AND HE DID.
6. I THEN MADE CONTACT WITH THE DRIVER, [REDACTED] (W/F [REDACTED]), OF THE VEHICLE LATER IDENTIFIED AS A BLACK 2016 KIA BEARING TXLP# HJT 4204. [REDACTED] STATED THAT WHILE SHE WAS TRAVELING WEST ON HWY 41, SHE LOOKED IN HER MIRROR AND NOTICED FIRE COMING FROM THE BACK OF THE VEHICLE.
7. [REDACTED] IMMEDIATELY PULLED OVER AND GOT OUT OF THE VEHICLE. I ASKED HER TO COMPLETE A VOLUNTARY STATEMENT ABOUT WHAT HAPPENED. [REDACTED] ALSO STATED THAT SHE DID NOT NEED ANY MEDICAL ATTENTION AND WAS JUST SHOCKED ABOUT THE INCIDENT.
8. DISPATCH ADVISED THAT HILL COUNTRY WRECKER WAS IN ROUTE TO PICK UP THE VEHICLE. I OBSERVED A TRAIL OF BURNT CLOTHING LEADING TO THE VEHICLE ON THE HIGHWAY. I TOOK PHOTOGRAPHS OF THE SCENE.
9. A PHONE NUMBER OF THE PROPERTY OWNER, [REDACTED] WAS OBTAINED VIA DISPATCH AND I TOLD HIM ABOUT THE SITUATION. I ADVISED HIM ABOUT THE VEHICLE FIRE AND THAT THE FIRE SPREAD ONTO HIS PROPERTY. HE WAS ALSO ADVISED THAT THE DIVIDE VFD HAD TO CUT A LINK OFF OF HIS CHAIN ON PROPERTY GATE #1 TO GAIN ACCESS AND PUT OUT THE FIRE. EDWARD STATED THAT HE WOULD REPLACE

This report is furnished in compliance with the Texas Open Records Act, article 6252-17a Vernons annotated Civil Statutes, case law, and published rulings relating to cases under investigation.

400 Clearwater Paseo
Kerrville, TX 78028

Kerr County Sheriff's Office

INCIDENT/OFFENSE REPORT

Case Number [REDACTED]

W.R. Hierholzer
Sheriff

THE LOCK. THERE WAS NOT ANY DAMAGE TO [REDACTED] PROPERTY OTHER THAN BURNT GRASS THAT WENT INSIDE THE FENCE ABOUT 100 FEET.

10. VIDEO FROM PATROL UNIT #074 AND MY BODY MY BODY WORN CAMERA WERE DOWNLOADED TO THE SERVER. THIS REPORT IS GENERATED AS INFORMATION AND REFERENCE ONLY.

11. I RECOMMEND THIS CASE BE CLOSED.

ON JULY 21, 2017 AT APPROXIMATELY 2:00 P.M., I, DEPUTY JIMMY POOLE, WENT TO 4321 HWY 41, MOUNTAIN HOME, KERR COUNTY, TEXAS; IN REFERENCE TO A FOLLOW-UP INVESTIGATION ON A FIRE CALL. THIS IS A SUPPLEMENTAL REPORT TO THE ORIGINAL ON 07-01-2017.

I MET WITH THE PROPERTY OWNERS/COMPLAINANTS, [REDACTED] TX DL [REDACTED] AND [REDACTED] TX DL [REDACTED]. BOTH [REDACTED] AND [REDACTED] OWN THE PROPERTY AT [REDACTED] WHICH IS APPROXIMATELY 100 ACRES.

UPON ARRIVAL, I OBSERVED A LARGE AREA ALONG SIDE HIGHWAY 41 TO HAVE BEEN BURNED FOR ABOUT 225 FEET. THERE IS ALSO A LARGE PLACE ON HWY 41 ITSELF WHERE THE ASPHALT WAS SEVERELY DAMAGED BY THE AUTOMOBILE FIRE THAT OCCURRED ON 07-01-2017.

I PHOTOGRAPHED THE DAMAGED PORTION OF THE FENCE, WHICH MEASURED ABOUT 210 FEET. THIS IS A GAME FENCE ABOUT 10 FEET TALL. THE DAMAGED PORTION WAS BURNED, CAUSING THE LARGE SUPPORT POSTS AND SMALLER POSTS BETWEEN THE LARGER ONES, TO BE DAMAGED TO THE POINT THAT THEY WILL NEED TO BE REPLACED TO MAINTAIN THE INTEGRITY OF THE FENCE.

I THEN WENT INSIDE THE PROPERTY AND CHECKED THE BURNED AREA WHICH WAS APPROXIMATELY 300 FEET WIDE AND APPROXIMATELY 600 FEET DEEP INTO THE PROPERTY NORTH OF HWY 41.

[REDACTED] ADVISED THAT DURING THE TIME THE GATES WERE OPEN AND THE FIRE CREWS WERE ON THE PROPERTY, TWO RHEA BIRDS ESCAPED THROUGH GATE #1 OF THE PROPERTY, EVIDENTLY ONTO HWY 41 AND THEN WENT EAST TO THE ADJOINING PROPERTY. I TRAVELLED THE FENCELINE BETWEEN THE TWO PROPERTIES AND COULD NOT LOCATE ANY WAY FOR THE BIRDS TO ESCAPE THROUGH THE FENCE. SOVA LOCATED THE BIRDS ON THE RANCH PROPERTY ADJOINING HIS PROPERTY ON THE EAST SIDE. HE IS UNABLE TO GET THE BIRDS BACK WITHOUT THE ASSISTANCE OF A PROFESSIONAL TRAPPER TO CAPTURE THE BIRDS AND RETURN THEM TO HIS PROPERTY.

[REDACTED] DOES NOT HAVE A COST ESTIMATE ON THE FENCE REPAIR AT THE TIME OF THIS SUPPLEMENT REPORT. [REDACTED] DID TELL ME THAT THE VALUE OF THE TWO RHEA BIRDS IS \$600 FOR THE PAIR. THAT WAS HIS COST WHEN HE PURCHASED THE BIRDS.

ATTACHED TO AND MADE A PART OF THIS CASE REPORT ARE PHOTOGRAPHS TITLED "FIRE DAMAGE", DATE 07-24-2017.

THIS IS A SUPPLEMENTAL INFORMATION REPORT.

END NARRATIVE

August 02, 2017

RECEIVED

AUG 23 2017

KIA Motors Of America
Attn: Customer Relations, case [REDACTED]
PO Box 52410
Irvine CA 92619-2410

State Farm Auto Claims
PO Box 52250
Phoenix AZ 85072-2250

CONSUMER AFFAIRS

RE: Claim Number: [REDACTED]
Your Case: case [REDACTED]
Date of Loss: 07/01/2017
City/State of Loss: Rocksprings TX
Insured: [REDACTED]
Vehicle: 2016 Kia Sorento
VIN: 5XYPG4A39GG [REDACTED]
Mileage: 16111 (last known/best guess)

Attn Customer Relations, case [REDACTED]:

This notice is to advise of a loss that occurred to our insured's vehicle. The damage was caused by a fire that reportedly began at the rear of the vehicle.

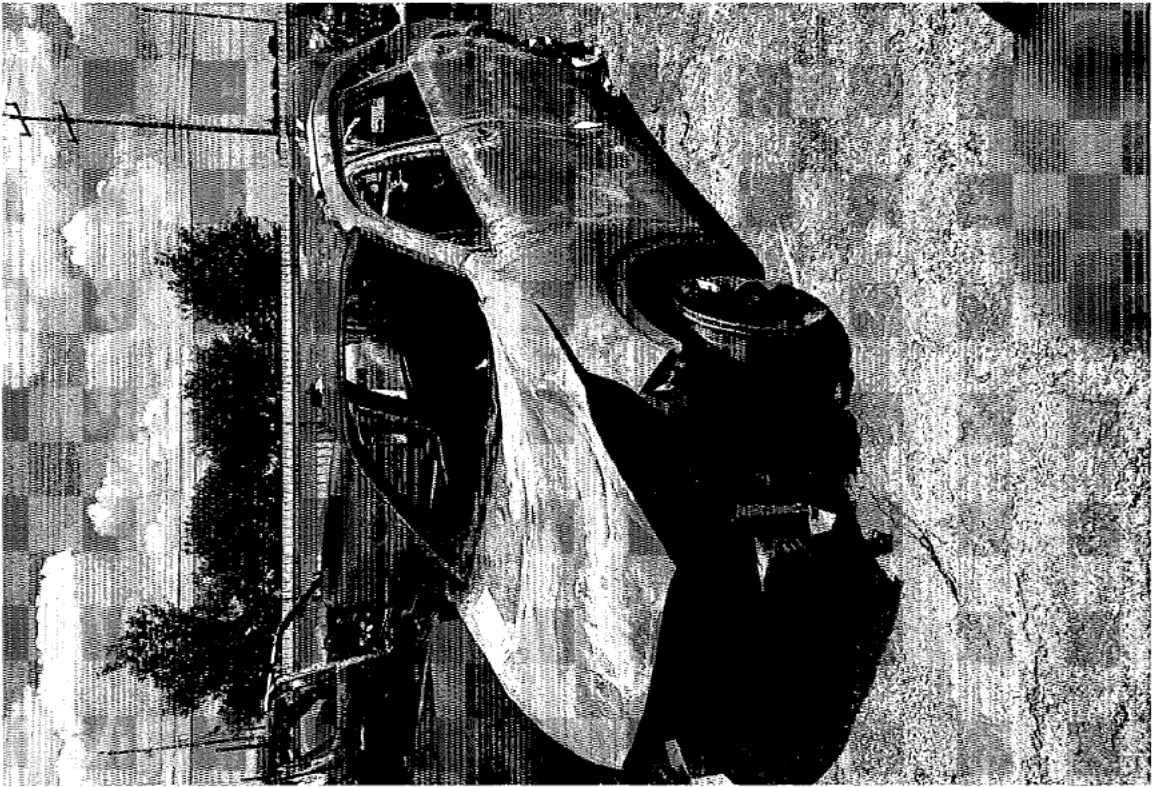
Our investigation indicates that the manufacturer is responsible for this loss. By virtue of our payment, we are entitled to recover from the responsible party. Please consider this letter as our demand to KIA Motors of America for reimbursement of (dollar amount pending).

Any settlement with State Farm's policyholder with respect to this loss must not prejudice our rights as subrogor, and shall not be released by the execution of a general release with such policyholder.

In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Your cooperation is appreciated. If you should have any questions, or would like to set up and appointment to inspect evidence/salvage, please contact us.

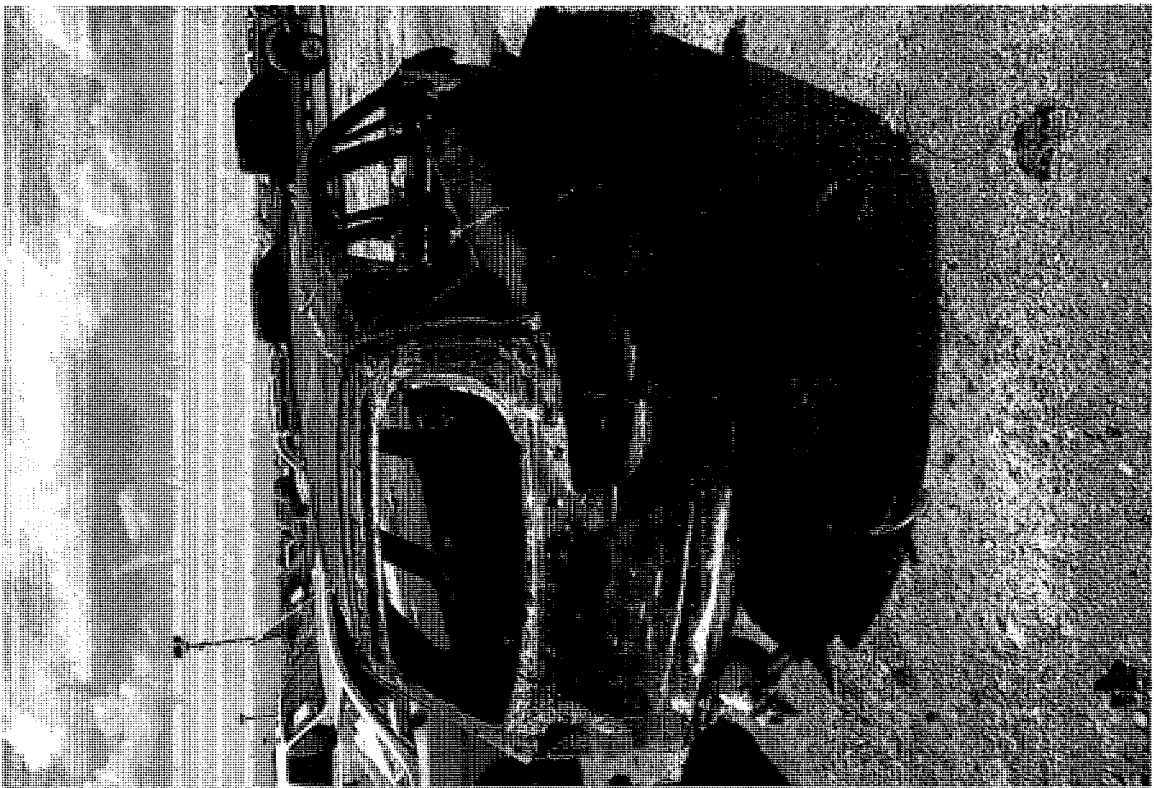
[REDACTED]













Autosource

Market-Driven Valuation™

State Farm Insurance is dedicated to delivering exceptional service to you in reference to your claim [REDACTED] from loss date 07/01/2017 on a 2016 Kia Sorento LX 2WD 4D Wagon. State Farm Insurance has selected AudaExplore, an independent vehicle valuation company, to prepare a comprehensive vehicle valuation for your vehicle. This valuation report was prepared specifically for your vehicle and represents a fair and accurate value driven by the retail used vehicle market.

In these pages, you will find:

- => [Vehicle Inspection](#)
- => [Market Overview](#)
- => [Valuation Detail](#)

Market Value

\$19,506



The Valuation Process

The breadth and depth of the AudaExplore used vehicle database makes Autosource the most comprehensive market-driven valuation process available. AudaExplore has been determining locally sensitive, fair, and accurate market values for vehicles since 1985, with more than 30 million vehicles valued. The Autosource Market Value includes vehicles for sale at dealerships and private party sellers, starting right in the local market.

Valuation Detail

1. 2016 Kia Sorento LX 2WD 4D Wagon

	Comparable 1	Your Vehicle	Adjustments
Price	Dickinson, Tx		\$18,792
Odometer	19,796 Mi(Actual)	16,111 Mi(Actual)	205
Equipment		Cargo/Trunk Mat	50
		Cargo/Trunk Net	25
		Mud/Splash Guards	50
		Tonneau/Cargo Cover	75
		Trailer Hitch	200
		Wheel Locks	30
Packages		Cargo Area Tray	50
		Carpet Floor Mats	65
		Illuminated Scuff Plate	130

		Comparable 1 Adjusted Price	\$19,672
2. 2016 Kia Sorento LX V6 2WD 4D Wagon			
	Comparable 2	Your Vehicle	Adjustments
Price	Ellington, Tx		\$18,124
Odometer	17,267 Mi(Actual)	16,111 Mi(Actual)	65
		Cargo/Trunk Mat	50
		Cargo/Trunk Net	25
		Mud/Splash Guards	50
		Tonneau/Cargo Cover	75
		Trailer Hitch	200
		Wheel Locks	30
Packages		Cargo Area Tray	50
		Carpet Floor Mats	65
		Illuminated Scuff Plate	130
		Comparable 2 Adjusted Price	\$18,864
3. 2016 Kia Sorento LX V6 2WD 4D Wagon			
	Comparable 3	Your Vehicle	Adjustments
Price	Airline, Tx		\$18,363
Odometer	36,000 Mi(Actual)	16,111 Mi(Actual)	1,095
		Cargo/Trunk Mat	50
		Cargo/Trunk Net	25
		Mud/Splash Guards	50
		Tonneau/Cargo Cover	75
		Trailer Hitch	200
		Wheel Locks	30
Packages		Cargo Area Tray	50
		Carpet Floor Mats	65
		Illuminated Scuff Plate	130
		Comparable 3 Adjusted Price	\$20,133
4. 2016 Kia Sorento LX V6 2WD 4D Wagon			
	Comparable 4	Your Vehicle	Adjustments
Price	Airline, Tx		\$17,363
Odometer	40,000 Mi(Actual)	16,111 Mi(Actual)	1,315
		Cargo/Trunk Mat	50
		Cargo/Trunk Net	25
		Mud/Splash Guards	50
		Tonneau/Cargo Cover	75
		Trailer Hitch	200
		Wheel Locks	30
Packages		Cargo Area Tray	50
		Carpet Floor Mats	65
		Illuminated Scuff Plate	130
		Comparable 4 Adjusted Price	\$19,353
Final Market Value Calculation			
1.2016 Kia Sorento LX 2WD 4D Wagon			\$19,672

2.2016 Kia Sorento LX V6 2WD 4D Wagon	\$18,864
3.2016 Kia Sorento LX V6 2WD 4D Wagon	\$20,133
4.2016 Kia Sorento LX V6 2WD 4D Wagon	\$19,353

Average Price	\$19,506
Total Condition Adjusted Market Value	\$19,506
Sales Tax 6.250%	1,219.13
Deductible	-500.00
Net Adjusted Value	\$20,225.13

This valuation was processed using our Multiple Comparable valuation methodology.

Vehicle Description

VIN: 5XYPG4A39GG [REDACTED]

2016 Kia Sorento LX 2WD 4D Wagon

16,111 Miles Actual

4cyl Gasoline 2.4

6-Speed Automatic



Interior	Air Conditioning Cruise Control Carpeting Intermittent Wipers Leather Shift Knob Pwr Driver Lumbar Supp Power Drivers Seat Leather Steering Wheel Tire Pressure Monitor	Alarm System Digital Clock Center Console Illuminated Visor Mirror Overhead Console Power Door Locks Split Folding Rear Seat Tachometer Tilt & Telescopic Steer	Cargo/Trunk Mat Cargo/Trunk Net Bucket Seats Lighted Entry System Pwr Accessory Outlet(s) Power Windows Velour/Cloth Seats Trip Computer Wood Interior Trim
Exterior	Bodyside Cladding Heated Rear Window Wiper Mud/Splash Guards Rear Step Bumper Rear Spoiler Trailer Hitch Wheel Locks	Color-Keyed Bumper(s) Keyless Entry System Privacy Glass Rem Trunk-L/Gate Release Compact Spare Tire Ext Mirror Turn Signals	Rear Window Defroster Heated Power Mirrors Roof Rails Rear Window Wiper/Washer Tonneau/Cargo Cover Aluminum/Alloy Wheels
Mechanical	Electric Steering	Power Brakes	Stability Cntrl Suspensn
Safety	Automatic Dimming Mirror Anti-Lock Brakes 2nd Row Head Airbags Side Airbags	Auto Headlamp Control Head Airbags Reverse Sensing System Traction Control System	Dual Airbags Halogen Headlights Rear View Camera Theft Deterrent System
Entertainment	Auxiliary Audio Input SiriusXM Satellite Radio Wireless Phone Connect	MP3 Decoder Strg Wheel Radio Control Wireless Audio Streaming	AM/FM CD Player USB Audio Input(s)

Packages
 Cargo Area Tray, Interior Cargo Tray
Carpet Floor Mats, Floor Mats
 Illuminated Scuff Plate
LX Package

Trim Levels L, *LX, LX V6, EX V6, SX V6, SXL V6

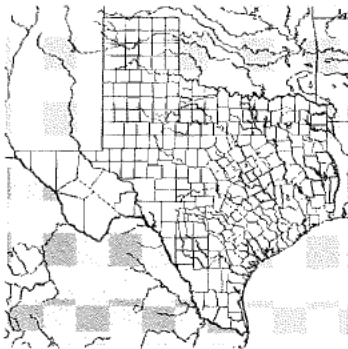
* Indicates your trim level

A detailed description of your vehicle was provided to Autosource by a trained appraiser. Through a partnership with Kia, AudaExplore AudaVIN retrieves the individual vehicle specifications to identify the vehicle specifications including equipment, packages, engine and transmission. Contact State Farm Insurance if revisions are necessary. The bold/italic font indicates options reported by the manufacturer.

Vehicle Condition

Seats	Good. Rated As Typical Due To Fire Damage
Carpets	Good. "
Int Trim	Good. "
Glass	Good. "
Headliner	Good. "
Body	Good. "
Paint	Good. "
Ext Trim	Good. "
Engine	Well Maintained. "
Transmission	Well Maintained
Front Tires	Good
Rear Tires	Good

Market Overview



What is my Vehicle Market Value based on?

Friendswood Texas --Research for your vehicle was based on market analysis originating from your zip code.

Fair and accurate market valuations must balance geographic location with comparability of one vehicle to others. Having the largest and most current database of vehicles for sale provides a comprehensive view of your vehicle's market. In addition to the vehicle inventories received directly from dealerships, Autosource finds comparable vehicle information for vehicles in the same places most buyers look for them--local and national internet websites, vehicle guides, publications and partnerships representing more than 10,000 independent vehicle sources.

How did Autosource make adjustments for my vehicle?

The main factors that affect the retail selling price and marketability of a vehicle are **mileage, equipment and condition**. Therefore, Autosource valuations include adjustments that fairly consider the differences between your vehicle and the typical vehicle found in the market.

o Mileage

- Adjustments are made to account for the odometer differences between the loss vehicle and comparable(s).
- The mileage adjustment is based on 5.50 cents per mile specific to the 2016 Kia Sorento LX 2WD 4D Wagon in the state of Texas. Mileage adjustments are capped at 40% of the vehicle's starting value.

- **Equipment**

- Adjustments are made to account for the differences in equipment between the loss vehicle and comparable(s).
- Equipment adjustments are based on the manufacturer's retail price, adjusted for depreciation

- **Condition**

- Typical condition is based on hundreds of inspected vehicles
- Condition adjustments are based on a percentage of the vehicle's value

Comparable Vehicle Details

The following information provides the details for the vehicles used to calculate the Autosource Value. The selling price may be substantially less than the asking price. Where indicated, the asking price has been adjusted to account for typical negotiation according to each comparables price.

1	2016 Kia Sorento LX 2WD 4D Wagon	5XYPG4A36GG	\$18,792
----------	---	--------------------	-----------------

Stock# [REDACTED] 19796 Miles. 4 Cylinder 2.4 Engine, 6-Speed Automatic, LX Package, Auxiliary Audio Input, Anti-Lock Brakes, Air Conditioning, Auto Headlamp Control, Alarm System, Aluminum/Alloy Wheels, Bodyside Cladding, Bucket Seats, Cruise Control, AM/FM CD Player, Color-Keyed Bumper(s), Digital Clock, Compact Spare Tire, Carpeting, Center Console, Dual Airbags, Rear Window Defroster, Heated Power Mirrors, Electric Steering, Head Airbags, Halogen Headlights, Heated Rear Window Wiper, Intermittent Wipers, Illuminated Visor Mirror, Keyless Entry System, Lighted Entry System, MP3 Decoder, Overhead Console, Pwr Accessory Outlet(s), Power Brakes, Power Door Locks, Privacy Glass, Power Windows, 2nd Row Head Airbags, Roof Rails, Rear Step Bumper, Rem Trunk-L/Gate Release, Rear View Camera, Rear Window Wiper/Washer, Side Airbags, Stability Cntrl Suspensn, Split Folding Rear Seat, Rear Spoiler, Strg Wheel Radio Control, SiriusXM Satellite Radio, Tachometer, Trip Computer, Traction Control System, Theft Deterrent System, Tire Pressure Monitor, Ext Mirror Turn Signals, Tilt & Telescopic Steer, USB Audio Input(s), Velour/Cloth Seats, Wood Interior Trim, Wireless Phone Connect, Wireless Audio Streaming, Rollover Sensor, Ambient Lighting, Power Outlet, Child Safety Locks, Latch System.

Offered for sale by Gay Buick GMC Inc in Dickinson, TX, (281) 337-6109. Vehicle information by *Leading Internet Auto Site on 07/17/17.

The advertised price of \$19,991 was adjusted to account for typical negotiation.

2	2016 Kia Sorento LX V6 2WD 4D Wagon	5XYPG4A50GG	\$18,124
----------	--	--------------------	-----------------

Stock# [REDACTED] 17267 Miles. 6 Cylinder 3.3 Engine, 6-Speed Automatic, Auxiliary Audio Input, Anti-Lock Brakes, Air Conditioning, Auto Headlamp Control, Alarm System, Aluminum/Alloy Wheels, Bodyside Cladding, Bucket Seats, Cruise Control, AM/FM CD Player, Color-Keyed Bumper(s), Digital Clock, Compact Spare Tire, Carpeting, Center Console, Dual Airbags, Rear Window Defroster, Heated Power Mirrors, Electric Steering, Head Airbags, Halogen Headlights, Heated Rear Window Wiper, Intermittent Wipers, Illuminated Visor Mirror, Keyless Entry System, 1st Row LCD Monitor(s), Lighted Entry System, MP3 Decoder, Overhead Console, Pwr Accessory Outlet(s), Power Brakes, Power Door Locks, Privacy Glass, Power Windows, 2nd Row Head Airbags, Roof Rails, Rem Trunk-L/Gate Release, Rear View Camera, Rear Window Wiper/Washer, Side Airbags, Stability Cntrl Suspensn, Split Folding Rear Seat, Rear Spoiler, Strg Wheel Radio Control, SiriusXM Satellite Radio, Tachometer, Trip Computer, Traction Control System, Theft Deterrent System, Third Seat (trucks), Tire Pressure Monitor, Touch Screen Display, Ext Mirror Turn Signals, Tilt & Telescopic Steer, USB Audio Input(s), Velour/Cloth Seats, Wood Interior Trim, Wireless Phone Connect, Wireless Audio Streaming, Center Armrest, Original Owner of Vehicle, Power Package, Security System.

Offered for sale by Clear Lake Dodge Chrysler Jeep in Ellington, TX, (281) 481-1000. Vehicle information by *Leading Internet Auto Site on 05/23/17.

The advertised price of \$20,799 was adjusted to account for differences in vehicle description (\$ -1,635) and typical negotiation.

3	2016 Kia Sorento LX V6 2WD 4D Wagon	5XYPG4A57GG	\$18,363
----------	--	--------------------	-----------------

Stock# [REDACTED] 36000 Miles. 6 Cylinder 3.3 Engine, 6-Speed Automatic, Auxiliary Audio Input, Anti-Lock Brakes, Air Conditioning, Auto Headlamp Control, Alarm System, Aluminum/Alloy Wheels, Bodyside Cladding, Bucket Seats, Cruise Control, AM/FM CD Player, Color-Keyed Bumper(s), Digital Clock, Compact Spare Tire, Carpeting, Center Console, Dual Airbags, Rear Window Defroster, Heated Power Mirrors, Electric Steering, Head Airbags, Halogen Headlights, Heated Rear Window Wiper, Intermittent Wipers, Illuminated Visor Mirror, Keyless Entry System, 1st Row LCD Monitor(s), Lighted Entry System, MP3 Decoder, Overhead Console, Pwr Accessory Outlet(s), Power Brakes, Power Door Locks, Privacy Glass, Power Windows, 2nd Row Head Airbags, Roof Rails, Rem Trunk-L/Gate Release, Rear View Camera, Rear Window Wiper/Washer, Side Airbags, Stability Cntrl Suspensn, Split Folding Rear Seat, Rear Spoiler, Strg Wheel Radio Control, SiriusXM Satellite Radio, Tachometer, Trip Computer, Traction Control System, Theft Deterrent System, Third Seat (trucks), Tire Pressure Monitor, Touch Screen Display, Ext Mirror Turn Signals, Tilt & Telescopic Steer, USB Audio Input(s), Velour/Cloth Seats, Wood Interior Trim, Wireless Phone Connect, Wireless Audio Streaming, Automatic Transmission, Blue Tooth Communications.

Offered for sale by CarMax in Airline, TX, (281) 670-6818. CarMax is a "haggle free" dealer. Vehicle information by Carmax - Boynton Beach on 05/09/17.

The advertised price of \$19,998 was adjusted to account for differences in vehicle description (\$ -1,635) .

4 2016 Kia Sorento LX V6 2WD 4D Wagon

5XYPG4A54GG

\$17,363

Stock# 40000 Miles. 6 Cylinder 3.3 Engine, 6-Speed Automatic, Auxiliary Audio Input, Anti-Lock Brakes, Air Conditioning, Auto Headlamp Control, Alarm System, Aluminum/Alloy Wheels, Bodyside Cladding, Bucket Seats, Cruise Control, AM/FM CD Player, Color-Keyed Bumper(s), Digital Clock, Compact Spare Tire, Carpeting, Center Console, Dual Airbags, Rear Window Defroster, Heated Power Mirrors, Electric Steering, Head Airbags, Halogen Headlights, Heated Rear Window Wiper, Intermittent Wipers, Illuminated Visor Mirror, Keyless Entry System, 1st Row LCD Monitor(s), Lighted Entry System, MP3 Decoder, Overhead Console, Pwr Accessory Outlet(s), Power Brakes, Power Door Locks, Privacy Glass, Power Windows, 2nd Row Head Airbags, Roof Rails, Rem Trunk-L/Gate Release, Rear View Camera, Rear Window Wiper/Washer, Side Airbags, Stability Cntrl Suspensn, Split Folding Rear Seat, Rear Spoiler, Strg Wheel Radio Control, SiriusXM Satellite Radio, Tachometer, Trip Computer, Traction Control System, Theft Deterrent System, Third Seat (trucks), Tire Pressure Monitor, Touch Screen Display, Ext Mirror Turn Signals, Tilt & Telescopic Steer, USB Audio Input(s), Velour/Cloth Seats, Wood Interior Trim, Wireless Phone Connect, Wireless Audio Streaming, Automatic Transmission, Blue Tooth Communications.

Offered for sale by CarMax in Airline, TX, (281) 670-6818. CarMax is a "haggle free" dealer. Vehicle information by Carmax - Boynton Beach on 05/16/17.

The advertised price of \$18,998 was adjusted to account for differences in vehicle description (\$ -1,635) .

Administrative Data

Gabrielle DUXB
State Farm Insurance
Kalamazoo MI Demand Pool Branch
5528 Portage Road
Portage MI 49002

Claimant

Insured

Claim

Loss Date 07/01/2017

Loss Type Comp

Policy

Other

VINSOURCE Analysis

VIN 5XYPG4A39GG

Decodes as 2016 Kia Sorento LX 2WD 4D Wagon

Accuracy Decodes Correctly

History Activity was reported

AudaVIN Yes

- o Autosource activity: (NONE).
- o Autotrak activity: (NONE).
- o Sales history activity: (NONE)

Reported Phone Number Analysis

No Vehicles Advertised at (832) 814-4639

Valuation Notes

- o Loss vehicle description was provided by State Farm Insurance
- o Adjustments of Special Note

- ✧ The requested Exception valuation has been processed using one or more Comparables in order to meet state regulatory requirements.
- ✧ A mileage adjustment of 5.50 cents per mile/kilometer has been applied. This adjustment is based on the vehicle year, vehicle category and market area. Mileage adjustments are capped at 40% of the vehicle's starting value.
- ✧ Typical mileage for this 2016 Kia Sorento in Texas is 40,320.
- ✧ No special adjustments were made for this vehicle.
- ✧ All values are in U.S. dollars.

o Autosource Valuation Process

- ✧ Over 5,000,000 vehicles are entered weekly into the database used for researching this value. This database includes dealer inspected, dealer inventory, dealer advertised, phone verified and advertised private party vehicles.
- ✧ The originating search area for this valuation was Friendswood, Texas.
- ✧ The market area expansion was authorized by .
- ✧

o Other Adjustments or Comments

- ✧ Prior Damage Amount: \$ N/A Prior Damage Description: Vehicle Location: IAA Contact: Keys Available: _N Tow: \$ Storage: \$ Storage Per Day: \$ Tear Down Charges: \$ Inspection Expiration: Registration Expiration: none burnt
- ✧ This valuation does not include condition adjustments as the loss vehicle was reported in typical condition
- ✧ The tax was calculated based on a date of loss of 07/01/2017 using zip 77546, in FRIENDSWOOD, Galveston County, Texas. The city may vary from search area to reflect correct tax location.
- ✧ Autosource has utilized a dealer inspected comparable as the basis for the fair market value of the loss vehicle. The comparables located by Autosource may reflect either asking or sold prices.

o Conditioning Notes

✧ INTERIOR

- Seats: rated as typical due to fire damage
- Carpets: "
- Int Trim: "
- Glass: "
- Headliner: "

✧ EXTERIOR

- Body: "
- Paint: "
- Ext Trim: "

✧ MECHANICAL

- Engine: "

o Correction Notes

✧ Version 3

- On 07/26/17 changes to this request were completed as requested by Gabrielle DUXB on behalf of State Farm Insurance. These changes are detailed below.
- **Equipment:** added Automatic Dimming Mirror, Cargo/Trunk Mat, Cargo/Trunk Net, Interior Cargo Tray, Leather Shift Knob, Pwr Driver Lumbar Supp, Power Drivers Seat, Reverse Sensing System, Leather Steering Wheel, Trailer Hitch.
- **Package:** added Cargo Area Tray, Illuminated Scuff Plate.

✧ Version 2

- On 07/19/17 changes to this request were completed as requested by Susan THCY on behalf of State Farm Insurance. These changes are detailed below.
- **Odometer:** changed from Not Actual to Actual, from 0mi to 16,111mi.

NICB Report

NICB/ISO T079 TEXAS FARM BUREAU

Member

Claim

Type of Loss ESTIMATE

Point of Impact Left Rear Corner

Loss Date 06/13/16

Phone

NICB/ISO T079 TEXAS FARM BUREAU
Member

Claim [REDACTED]
Type of Loss PROPERTY/CASUALTY

Loss Date 06/13/16
Phone 2547723030

NICB/ISO S037 STATE FARM MUTUAL AUTOMOBILE INSURANCE
Member COMPANY

Claim [REDACTED]
Type of Loss PROPERTY/CASUALTY

Loss Date 07/01/17
Phone

Recall Bulletins

Nat'l. Highway Traffic Safety Admin (US) has issued a total of 5 recall bulletins that may apply to this vehicle.

NHTSA ID Number 15V089000

Date Issued 02/13/15

Quantity Affected 12,361

Defect Kia Motors America (Kia) is recalling certain model year 2016 Sorento vehicles manufactured October 27, 2014, to January 29, 2015. Due to an improperly soldered component in the accelerator pedal assembly, the driver may not be able to accelerate the vehicle.

If the vehicle is unable to be accelerated, there is an increased risk of a crash.

Remedy Kia will notify owners, and dealers will replace the accelerator assembly, free of charge. The recall began on February 19, 2015. Owners may contact Kia customer service at 1-800-333-4542. Kia's number for this recall is SC115.

NHTSA ID Number 15V446000

Date Issued 07/14/15

Quantity Affected 2,587

Defect Kia Motors America (Kia) is recalling certain model year 2016 Kia Sorento vehicles manufactured October 23, 2014, to December 10, 2014. The affected vehicles have a front passenger seat belt whose buckle latch assembly may prevent the front passenger from fastening the seat belt.

If the front passenger seat belt cannot be latched, an occupant sitting in the front passenger seat has an increased risk of injury in the event of a crash.

Remedy Kia will notify owners, and dealers will replace the front passenger seat belt buckle cover, free of charge. The recall began on August 18, 2015. Owners may contact Kia customer service at 1-800-333-4542. Kia's number for this recall is SC123.

NHTSA ID Number 16V480000

Date Issued 06/29/16

Quantity Affected 7,901

Defect Kia Motors America (Kia) is recalling certain model year 2016 Sorento vehicles. A component of the rear suspension may not be properly welded.

The improper weld may break, affecting the rear suspension alignment, thereby increasing the risk of a crash.

Remedy Kia will notify owners, and dealers will inspect the welds at the rear suspension cross-member, replacing the rear cross-member assembly, as necessary, free of charge. The recall began July 27, 2016. Owners may contact Kia Customer Service Department at 1-800-333-4542. Kia's number for this recall is SC137.

NHTSA ID Number 16V770000

Date Issued 10/24/16

Quantity Affected 1,408

Defect Kia Motors America (Kia) is recalling certain model year 2016 Kia Sorento vehicles manufactured March 3, 2016 to March 21, 2016. The driver's seatback frame may have been produced with

inadequate weld joints and, as a result, the seatback may not function as designed in the event of a rear-end collision.

In the event of a crash, the driver seatback frame could break and fail to restrain a seat occupant, increasing the risk of injury.

Remedy Kia will notify owners, and dealers will inspect the welds and replace the driver seatback frame, as necessary, free of charge. The recall began on December 9, 2016. Owners may contact Kia customer service at 1-800-333-4542. Kia's number for this recall is SC140.

NHTSA ID Number 16V862000

Date Issued 11/30/16

Quantity Affected 10,212

Defect Kia Motors America (Kia) is recalling certain model year 2016-2017 Sorento vehicles manufactured October 27, 2014, to August 25, 2016, and 2017 Sportage vehicles manufactured December 10, 2015, to August 26, 2016. The affected vehicles are equipped with an accessory trailer hitch wiring harness that, due to a malfunction of the tow hitch module, may result in the trailer brake lights being constantly illuminated. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 108, "Lamps, Reflective Devices, and Associated Equipment."

If the trailer brake lights stay illuminated while being used, other drivers may be confused, increasing the risk of a crash.

Remedy Kia will notify owners, and dealers will replace the trailer tow hitch harness, free of charge. The recall began January 18, 2017. Owners may contact Kia customer service at 1-800-333-4542. Kia's number for this recall is SC142.

Original Equipment Guide

Engine Options		Transmission Options	
* 4 Cylinder 2.4 Engine	STD	* 6-Speed Automatic	STD
Other Optional Equipment		Convenience Options	
* Anti-Lock Brakes	STD	* Air Conditioning	STD
* Bodyside Cladding	STD	* Automatic Dimming Mirror	TYP
* Color-Keyed Bumper(s)	STD	* Auto Headlamp Control	STD
* Digital Clock	STD	* Cargo/Trunk Mat	\$95
* Compact Spare Tire	STD	* Cruise Control	STD
* Carpeting	STD	* Cargo/Trunk Net	\$50
* Center Console	STD	* Rear Window Defroster	STD
* Interior Cargo Tray		* Floor Mats	TYP
* Dual Airbags	STD	Garage Door Opener	
Electronic Compass		Heated W/S Wiper Washers	\$250
* Head Airbags	STD	* Illuminated Visor Mirror	STD
* Halogen Headlights	STD	* Mud/Splash Guards	\$95
* Heated Rear Window Wiper	STD	* Reverse Sensing System	TYP
* Intermittent Wipers	STD	* Rem Trunk-L/Gate Release	STD
* Keyless Entry System	STD	* Rear View Camera	STD
* Lighted Entry System	STD	* Strg Wheel Radio Control	STD
* Leather Shift Knob	TYP	* Tire Pressure Monitor	STD
* Leather Steering Wheel	TYP	* Tilt & Telescopic Steer	STD
* Overhead Console	STD	Power Accessories	
* Pwr Accessory Outlet(s)	STD	* Heated Power Mirrors	STD
Pearlescent Paint	\$295	* Power Drivers Seat	TYP
* Privacy Glass	STD	* Electric Steering	STD

Roof Rack Cross Bars	\$225	* Power Brakes	STD
* 2nd Row Head Airbags	STD	* Pwr Driver Lumbar Supp	TYP
Remote Starter	\$425	* Power Door Locks	STD
* Roof Rails	STD	* Power Windows	STD
* Rear Step Bumper	STD	Radio/Phone/Alarm Options	
* Rear Window Wiper/Washer	STD	* Auxiliary Audio Input	STD
* Side Airbags	STD	* Alarm System	STD
* Stability Cntrl Suspensn	STD	* AM/FM CD Player	STD
* Rear Spoiler	STD	* MP3 Decoder	STD
Side Steps	\$495	* SiriusXM Satellite Radio	STD
* Tachometer	STD	* Theft Deterrent System	STD
* Trip Computer	STD	* USB Audio Input(s)	STD
* Traction Control System	STD	Seat Options	
* Tonneau/Cargo Cover	\$150	* Bucket Seats	STD
* Trailer Hitch	\$395	Heated Front Seats	TYP
* Ext Mirror Turn Signals	STD	* Split Folding Rear Seat	STD
* Wheel Locks	\$55	Third Seat (trucks)	\$1,300
* Wood Interior Trim	STD	* Velour/Cloth Seats	STD
* Wireless Phone Connect	STD	Wheel Options	
* Wireless Audio Streaming	STD	* Aluminum/Alloy Wheels	STD
Option Packages			
* Cargo Area Tray	\$95	Includes Interior Cargo Tray	
Cargo Area Tray #2	\$115	Includes Interior Cargo Tray, Third Row Seat Required	
* Carpet Floor Mats	\$130	Includes Floor Mats	
Carpet Floor Mats #2	\$150	Includes Floor Mats, Third Row Seat Required	
Convenience Package	\$1,000	Includes Automatic Dimming Mirror, Power Drivers Seat, Heated Front Seats, Leather Shift Knob, Leather Steering Wheel, Pwr Driver Lumbar Supp, Reverse Sensing System, UVO eServices Telematics	
* Illuminated Scuff Plate	\$250		
Interior Light Kit	\$450		
* LX Package	STD		
Mirror w/Homelink	\$350	Includes Automatic Dimming Mirror, Garage Door Opener	
Puddle Lights	\$225		

Base retail price \$27,095

Loss Vehicle manufacturer's suggested retail price as reported	\$28,410
---	-----------------

Editions available for the same body style (in order of original cost, increasing): L, *LX, LX V6, EX V6, SX V6, SXL V6

* Indicates loss vehicle equipment.

About Your Valuation

This report contains proprietary information of AudaExplore and third parties and shall not be disclosed to any third party (other than the insured or claimant) without AudaExplore's prior written consent. If you are the insured or claimant and have questions regarding the description of your vehicle, please contact the insurance company that is handling your claim. Information within VINsource/NICB is provided solely to identify potential duplicative claims activity. User agrees to use such information solely for lawful purposes.

Tax rates contained herein are based on general sales tax data provided by Vertex Inc. Excise, use, registration, licensing and other taxes and fees that may be applicable are not included. AudaExplore makes no representations or warranties concerning the applicability or accuracy of such tax data.

Report Generated by AudaExplore, a Solera Company



US Pat. No 7912740B2

US Pat. No 8200513B2

US Pat. No 8468038B2

US Pat. No 8725544

© 2017 AudaExplore North America, Inc. All Rights Reserved.

July 27, 2017

[REDACTED]
Friendswood TX [REDACTED]

State Farm Auto Claims
PO Box 52250
Phoenix AZ 85072-2250

RE: Claim Number: [REDACTED]
Policy Number: [REDACTED]
Date of Loss: July 01, 2017
Our Insured: [REDACTED]
Mileage: 16111

Dear [REDACTED]:

We have evaluated your claim for the total loss of your 2016 Kia Sorento bearing VIN Number: 5XYPG4A39GG [REDACTED]

As discussed earlier, your policy provides for payment of the actual cash value (ACV) or base price of your vehicle, less any applicable deductible. The ACV/base price is determined by the market value, age, and condition of your vehicle at the time the loss occurred.

To assist us in determining ACV/base price, we consider information obtained by our claim associates, information provided by you, vehicle evaluation services, and other sources. If now or later, you have additional information you wish us to consider or if you believe we have not correctly determined the ACV/base price of your vehicle, please contact us at the number listed below.

The amount payable to you was determined as follows:

Actual Cash Value/base price:	\$19,506.00
Plus:	Taxes: + \$1,219.13
	Total Loss Fees: + \$33.00
Less:	Deductible: - \$500
	Retained Salvage Value: - \$0.00
Total Amount Payable:	= \$20,258.13
Payment to Lienholder:	- \$20,258.13
Net amount payable to you:	\$0.00

Your rental is authorized through. Any charges thereafter will be your responsibility.

[REDACTED]

Please do not destroy this letter if you are pursuing a claim through a GAP (Guaranteed Auto Protection) insurance policy. Your GAP carrier will require a copy of this letter as proof of our payment to you.

You can enjoy the benefits of online registration. Benefits include 24/7 access to your claim progress and staying connected to State Farm®. Just go to **statefarm.com®** and select Manage Your Claim to get registered. All you need to complete the process is some initial information, which may include your claim number, email address, and/or your State Farm policy or account number. It only takes a few minutes. If you are already registered, thank you!

If you have questions concerning this total loss settlement or any other aspect of your claim, please do not hesitate to contact us.

Sincerely,

Gabrielle Guss
External Claim Resource - Insurance Recruiting Specialists
(855) 231-1590 Ext. 724

State Farm Mutual Automobile Insurance Company

nclosures: Settlement Documents



Houts Law, PLLC

3847 SOUTH BOULEVARD, SUITE 100
EDMOND, OK 73013
405.971.4029

Writer's e-mail
mbhouts@gmail.com

August 7, 2017

John Yoon
c/o Kia Motors America
111 Peters Canyon Road
Irvine, CA 92606

Re: Notice of Claim

Dear Mr. Yoon:

Please take notice that, on July 17, 2017, a 2016 Kia Sorento SD spontaneously caught fire. The subject vehicle was owned by [REDACTED] and [REDACTED] and insured by American Farmers and Ranchers Mutual Insurance Company. A preliminary investigation suggests the fire originated in the rear storage area, possibly due to faulty wiring in a light.

We would like to conduct a more-thorough investigation and examination of the vehicle. Our consultant is available sporadically through September and October. If Kia is interested in participating, please have your consultant contact me so that we can coordinate a mutually-convenient date.

Please have an associate contact me as soon as possible. I look forward to working with you toward a prompt resolution of this matter.

For the Firm, [REDACTED]

Mark B. Houts

HOUTS LAW, PLLC
3847 S. BOULEVARD, SUITE 100
EDMOND, OK 73013

OKLAHOMA CITY OK 730

08 AUG 2017 PM 6 L



John Yoon
c/o Kia Motors America
111 Peters Canyon Road
Irvine, CA 92606

92606-179011





























FACE PAGE

**RENTAL AGREEMENT
FOR A TEMPORARY SUBSTITUTE VEHICLE**

DEALER INFORMATION			
Name	Gay Family Auto		
Address	3001 Galt Avenue		
City	TX	7537	
Phone	281-337-2125		

CUSTOMER VEHICLE INFORMATION	
License No.	State TX
VIN	5X4PG4A3566
Year/Make/Model/Color	2014 Lx Sonata

RENTAL VEHICLE INFORMATION	
Date and Time OUT	12/19/17 1:30 PM
Date and Time IN	A.M. P.M.
Date and Time DUE IN	A.M. P.M.
Vehicle VIN	

Vehicle Description	
License No.	State
Mileage IN	
Mileage OUT	35
Miles Driven	
Miles Allowed	
Chargeable Miles	

RATES DO NOT INCLUDE FUEL		RENTAL CHARGES	
MILES:	@ \$		
DAYS:	@ \$		
TOTAL TIME AND MILEAGE CHARGES			
TAXABLE FUEL			
GAL @ \$			
TAXABLE SUB-TOTAL			
TAX @ %			
NON-TAXABLE FUEL			
GAL @ \$			
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER			
SUB-TOTAL			
TOTAL CHARGE			
METHOD OF PAYMENT		REFUNDED	
☐ CHECK ☐ AMEX ☐ MC ☐ VISA ☐ OTHER		\$	
/ / EXPIRES		CUSTOMER INITIALS	
☐ CARD VERIFIED		X	

ROW	Unit	RA#
CUSTOMER INFORMATION		
Customer		
Home Address		
City	TX	State
Driver's License No.	TX	State
Birth Date		Telephone
Additional Driver's Name	Birth Date	
Driver's License No.	State	Expires
Additional Driver's Name	Birth Date	
Driver's License No.	State	Expires

CUSTOMER INSURANCE INFORMATION		
Insurer	Agent	
Policy No.	Expiration Date	Telephone
4369-23-18-24	5/13/19	1-800-841-3000

DAMAGE DESCRIPTION	
Condition Out:	
Initials	
Condition In:	

By signing below, you agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement.

Customer

ALL CHARGES SUBJECT TO FINAL AUDIT

KSRP-1 TX 131118

White: Dealer Copy

Canary: Customer Copy

Pink: RO Copy

Preliminary Estimate

Customer

Job Number:

2016 KIA Sorento L FWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER & GRILLE					
2	*	Rpr Upper cover				5.0	2.0
3		Add for Clear Coat					0.8
4		O/H bumper assy				2.3	
5	*	Repl Lower cover	86512C6000	1	294.58	Ind.	0.0
6		R&I Grille black/chrome				Ind.	
7		Repl RT Lower cover mount bracket	86578C6000	1	13.23	Ind.	
8		FRONT LAMPS					
9		R&I RT Headlamp assy				Incl.	
10		FENDER					
11		R&I RT Fender liner				0.3	
12		R&I RT R&I fender assy				1.3	
13		R&I LT R&I fender assy				1.3	
14		RADIATOR SUPPORT					
15		Repl Radiator support	64101C6000	1	506.45	6.5	
16		Evacuate & recharge			m	1.4	M
17		Refrigerant recovery			m	0.4	M
18		Air headlamps				0.5	
19		Repl RT Lower reinf 2.4 liter	64146C5100	1	21.84	0.2	
20		R&I Under cover 2.4 liter				0.3	
21	#	Subl Hazardous waste removal		1	3.00	X	
22	#	Repl Cover car		1	5.00	T	
23	#	Repl Flex additive		1	6.00	T	
SUBTOTALS					850.10	19.5	2.8

Preliminary Estimate

Customer: [REDACTED]

Job Number:

2016 KIA Sorento L FWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			836.10
Body Labor	17.7 hrs @	\$ 46.00 /hr	\$14.20
Paint Labor	2.8 hrs @	\$ 46.00 /hr	128.80
Mechanical Labor	1.8 hrs @	\$ 90.00 /hr	162.00
Paint Supplies	2.8 hrs @	\$ 32.00 /hr	89.60
Body Supplies	11.7 hrs @	\$ 5.00 /hr	58.50
Miscellaneous			14.00
Subtotal			2,103.20
Sales Tax	\$ 995.20 @	8.2500 %	82.10
Grand Total			2,185.30
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			2,185.30

FAMILY KIA

ABSOLUTELY NO RETURN ON ANY INSTALLED ITEM!!!!!!!
 NO RETURN ON ELECTRICAL, FUEL, OR SPECIAL ORDER PARTS.
 20 DAY WAIT FROM TIME OF RETURN IF PAID FOR BY CHECK.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller, FAMILY KIA, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and FAMILY KIA neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CELL: [REDACTED]

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	IN
[REDACTED]	[REDACTED]	[REDACTED]		CASH	STEVE MINKS	12/13/17	

B
I
L
L
T
O

TEXAS CITY, TX [REDACTED]

S
H
I
P
T
O

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	91100-C6010 WIRING ASSY-MAI	WATCH1	1814.96	1524.56	1524.56
1	0	84260-C6000WK CARPET ASSY-FLO	WATCH1	887.55	745.54	745.54
1	0	32700-C6110 PEDAL ASSY-ACCE	WATCH1	152.70	128.24	128.24
1	0	56310-C5000 COLUMN ASSY-STE	WATCH1	1291.67	1085.00	1085.00
		91101R00 HARNESS 4.2				
		91101R90 GDS 1.3				
		84111R00 CARPET 2.9				
		56300R05 COLUMN 1.1				
		56300R00 GDS 1.3				
NO REFUND AFTER 10 DAYS. 10% HANDLING CHARGE ON ALL STOCK ITEMS. NO REFUND ON ALL ELECTRICAL OR SPECIAL ORDER ITEMS. N.P.N. Parts are not supplied, marketed or warranted by General Motors. REC'D BY _____ NO RETURNS WITHOUT THIS INVOICE				SUBTOTAL		3483.34
				RESTOCK CHARGE		0.00
				TAX		287.38
				FREIGHT		0.00
				PAY THIS AMOUNT		3770.72

16:42:07 CUSTOMER COPY

** PRICE QUOTE **

NET503

LABOR 915.20

PAGE 1 OF 1

williams
PWA #

7

KILAN PAUL ANDERSON

67771

12/05/17

72.

1

STATE REG# 3
E# G4KJFK259307

X
ADVISOR: JUSTIN

ORIGINAL CUSTOMER ESTIMATE:	TOTAL
-----------------------------	-------

*

99A52033

10000 MILE SERVICE

MI 415.00

1

 $W \cdot 10^{12}$

DRIVEABILITY

W 10R12 DRIVEABILITY
CUST CAR CAUGHT FIRE NEAR PEDALS. CHECK AND ADVISE.

ZW Tailgate Latch Repair

3. SA 240 A SF/UM VCM logic Improvement

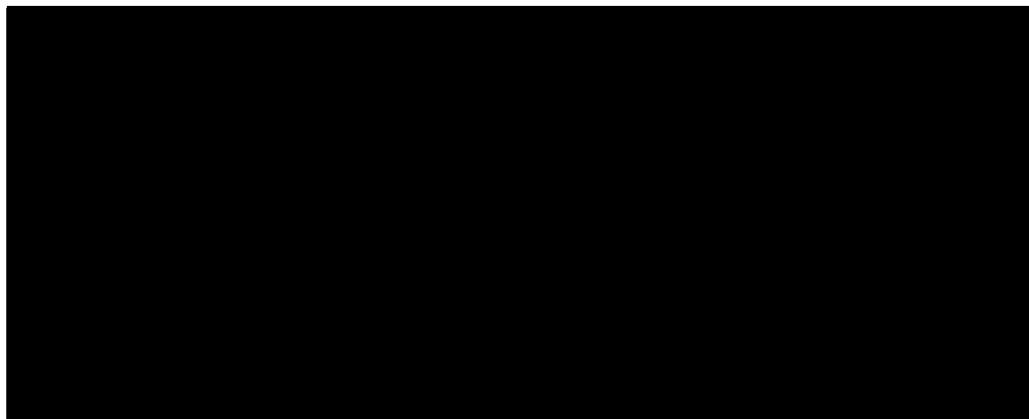
4. W 5A295A UM 2.4 shift Quality Improvement

5. SA 305A E-CVVT Cover and Motor Pins

Alex Villalpando
Cons. Affairs

To: Alex Villalpanda

From:



Fax - 949-468-4509



GAP Care Advantage

GAP Addendum – Texas

54472-GXW

CUSTOMER/RETAIL BUYER			FINANCIAL INSTITUTION		
NAME [REDACTED]			NAME KIA MOTORS FINANCE		
ADDRESS [REDACTED]			ADDRESS PO BOX 105299		
CITY TEXAS CITY	STATE TX	ZIP [REDACTED]	CITY ATLANTA	STATE GA	ZIP 30348
PHONE [REDACTED]			PHONE (866)331-5632		
ISSUING DEALER			VEHICLE INFORMATION		
DEalership NAME GAY FAMILY KIA			☒ NEW ☐ USED		
ADDRESS 3001 GULF FREEMAY			VIN 5XYPG4A35G [REDACTED]		
CITY DICKINSON	STATE TX	ZIP 77539	MODEL YEAR 2016	MAKE KIA	MODEL SORENTO
PHONE (281)337-2521			PURCHASE PRICE 26999.00		MSRP (NEW) / NADA (USED) 25925.00
DEALER NUMBER		SALES IDENTIFICATION NUMBER	ODOMETER READING 258		
FINANCIAL AGREEMENT					
☒ INSTALLMENT SALES			EFFECTIVE DATE 09/01/2015		TERM 72
AMOUNT FINANCED 33416.94		FINANCE RATE 4.90	FINANCE AGREEMENT NUMBER		
GUARANTEED AUTO PROTECTION (GAP)					
CHARGE TO YOU FOR THIS GAP ADDENDUM 500.00		MAXIMUM AMOUNT FINANCED \$100,000		MAXIMUM ELIGIBILITY LIMIT: The amount financed may not exceed 150% of the lowest of (a) the vehicle purchase price, (b) MSRP, or (c) NADA or equivalent retail book value.	
MAXIMUM GAP AND FINANCIAL AGREEMENT TERM 84 MONTHS FOR NEW VEHICLES AND 84 MONTHS FOR USED VEHICLES				MAXIMUM DEDUCTIBLE AMOUNT \$1,000	PLAN CODE
PROGRAM ADMINISTRATOR: Customer Service Center, Inc. P.O. Box 19340 Kalamazoo, MI 49019 Toll Free: 888-640-0387			☐ COMMERCIAL USE/REGISTRATION (AVAILABLE ONLY FOR MOTOR VEHICLES UP TO 12,500 POUNDS GVW)		

I. Agreement

The Customer/Retail Buyer ("You", "Your") and the Issuing Dealer ("Dealer") named above agree to amend the provisions of the Financial Agreement described above as follows:

- In the event Your Vehicle is declared a total loss by Your insurance company providing automobile physical damage coverage ("Insurer") as a result of theft or damage, the Dealer agrees to waive the difference between the Outstanding Balance (as defined in I.A.1. below) and the Insurer's Payment (as defined in I.A.2. below):
 - The Outstanding Balance shall mean the amount owed under Your Financial Agreement on the date of loss, LESS any:
 - late fees, unearned finance or service charges, disposal and repossession fees, or refundable prepaid taxes and fees;
 - past due payments exceeding fifteen (15) days past payment due date or unpaid balances due to extensions of maturity;
 - unearned amounts from optional insurance or service contracts;
 - amounts owed under the Financial Agreement for optional equipment or vehicle modifications that are not insured, in proportion to the purchase price of Your Vehicle and the optional equipment or vehicle modification; and
 - amounts owed under the Financial Agreement that result from exceeding the Maximum Eligibility Limit stated above, in proportion to the amount that exceeds the stated limit.
 - The Insurer's Payment shall mean the settlement You receive from Your Insurer based on the actual cash value of Your Vehicle, PLUS any:
 - deductible amount under Your automobile physical damage coverage in excess of the maximum deductible amount;
 - deductions from the Insurer's settlement due to wear and tear, prior damage, and other condition adjustments;
 - deductions for unpaid insurance premiums;
 - deductions for salvage, towing and storage; and
 - payments made from insurance companies and others on account of their liability for loss to Your Vehicle.
- If Your Vehicle did not have applicable automobile physical damage insurance coverage in effect at the time of loss and there is no Insurer's Payment, the Program Administrator will (i) determine whether Your Vehicle is a total loss based on insurance industry standards and (ii) if Your Vehicle is a total loss, determine the amount to be waived under I.A. as if there were an Insurer's Payment for the loss equal to the actual cash value of Your Vehicle at the time of loss based on insurance industry standards.

You are responsible for maintaining collision and comprehensive insurance on Your Vehicle.

THE ISSUING DEALER/FINANCIAL INSTITUTION WILL WAIVE CERTAIN AMOUNTS YOU OWE UNDER THE FINANCIAL AGREEMENT IN THE CASE OF A TOTAL LOSS OR THEFT OF YOUR VEHICLE AS STATED IN THIS GAP ADDENDUM. You have read the disclosures and the terms on both the front and the back of this GAP Addendum, and You agree to all of the terms of this GAP Addendum. This agreement is void if the vehicle is not a new vehicle. All other related motor vehicle sales may be conditioned upon the purchase of this GAP Addendum. This

Disability \$ N/A

C Other Optional Insurance Paid to Insurance Company or Companies \$ N/A

D Official Fees Paid to Government Agencies

1) to N/A for N/A \$ N/A

2) to N/A for N/A \$ N/A

3) to N/A for N/A \$ N/A

E Debt Cancellation Agreement Fee Paid to the Seller \$ 500.00

F Dealer's Inventory Tax (if Not Included in Cash Price) \$ 61.25

G Sales Tax (if Not Included in Cash Price) \$ N/A

H Other Taxes (if Not Included in Cash Price) \$ N/A

I Government License and/or Registration Fees
LIC#125,50/ETAG45 \$ 130.50

J Government Certificate of Title Fees \$ 33.00

K Government Vehicle Inspection Fees \$ 23.75

L Deputy Service Fee Paid to Dealer \$ 5.00

M Documentary Fee (Cargo Documental) \$ 125.00

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS RELATING TO THE SALE. A DOCUMENTARY FEE MAY NOT EXCEED A REASONABLE AMOUNT AGREED TO BY THE PARTIES. THIS NOTICE IS REQUIRED BY LAW.

UN CARGO DOCUMENTAL NO ES UN CARGO OFICIAL. LA LEY NO EXIGE QUE SE IMPONGA UN CARGO DOCUMENTAL. PERO ESTE PODRÍA COBRARSE A LOS COMPRADORES POR EL MANEJO DE LA DOCUMENTACIÓN EL RELACIÓN CON LA VENTA. UN CARGO DOCUMENTAL NO PUEDE EXCEDER UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES. ESTA NOTIFICACIÓN SE EXIGE POR LEY.

N Other Charges (Seller must identify who is paid and describe purpose.)

to State for Plate Transfer Fee \$ N/A

to ALLY for ESC 72MO/7200001 \$ 2400.00

to for CAR CAR 36MO/36000 \$ 500.00

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 500.50 (4)

5 Amount Financed (3 + 4) \$ 33416.50 (5)

Optional Insurance Coverages and Debt Cancellation Agreement

The granting of credit will not be dependent on the purchase of either the insurance coverages or the debt cancellation agreement described below. It will not be provided unless you sign and agree to pay the extra cost. The credit approval process will not be affected by whether or not you buy these insurance coverages or the debt cancellation agreement.

Coverage	Term in Months	Premium or Fee
GAP*	N/A	\$ N/A
N/A	N/A	\$ N/A
N/A	N/A	\$ N/A
Debt Cancellation Agreement**	72	\$ 500.00

PO BOX 19340 (Insurance Company)

(Home Office Address)

*If the vehicle is determined to be a total loss, GAP insurance will pay us the difference between the proceeds of your basic collision policy and the amount you owe on the vehicle, minus your deductible. You can cancel that insurance without charge for 10 days from the date of this contract.

**WE WILL CANCEL CERTAIN AMOUNTS YOU OWE UNDER THIS CONTRACT IN THE CASE OF A TOTAL LOSS OR THEFT OF THE VEHICLE AS STATED IN THE DEBT CANCELLATION AGREEMENT. You can cancel the debt cancellation agreement without charge for a period of 30 days from the date of this contract, or for the period stated in the debt cancellation agreement, whichever period ends later.

If the box next to a premium for an insurance coverage included above is marked, that premium is not fixed or approved by the Texas Insurance Commissioner. A debt cancellation agreement is not insurance and is regulated by the Office of the Consumer Credit Commissioner.

For the premiums or fees included above, you want the related optional coverages and debt cancellation agreement.

X [Signature] 09/01/2011
Buyer's signature Date

X [Signature] 09/01/2011
Co-Buyer's signature Date

LIABILITY INSURANCE: THIS CONTRACT DOES NOT INCLUDE INSURANCE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

CONSUMER CREDIT COMMISSIONER NOTICE

To contact **ETIA MOTORS FINANCE** about this account, call **(866) 331-4632**. This contract is subject in whole or in part to Texas law which is enforced by the Consumer Credit Commissioner, 2601 N. Lamar Blvd., Austin, Texas 78705-4207; (800) 538-1579; www.occc.state.tx.us, and can be contacted relative to any inquiries or complaints.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

Any change to this contract must be in writing. Both you and we must sign it. No oral changes to this contract are enforceable.

Buyer X [Signature]

Co-Buyer X [Signature]

See back for other important agreements.

CONSUMER WARNING: Notice to the buyer--Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to a copy of the contract you sign. Under the law, you have the right to pay off in advance all that you owe and under certain conditions may save a portion of the finance charge. You will keep this contract to protect your legal rights.

BUYER'S ACKNOWLEDGEMENT OF CONTRACT RECEIPT: YOU AGREE TO THE TERMS OF THIS CONTRACT AND ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF IT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT.

Buyer Signs X [Signature] Date 09/01/11 Co-Buyer Signs X [Signature] Date 09/01/11

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X N/A Date N/A Address N/A

Seller signs GAY FAMILY ETC

MOTOR VEHICLE RETAIL INSTALLMENT SALES CONTRACT SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

BUYER		SELLER/CREDITOR	
ADDRESS		ADDRESS	
CITY	STATE	CITY	STATE
PHONE	ZIP	PHONE	ZIP
CO-BUYER		CO-BUYER	
ADDRESS		ADDRESS	
CITY	STATE	CITY	STATE
PHONE	ZIP	PHONE	ZIP

The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.

PROMISE TO PAY: The credit price is shown below as the "Total Sales Price." The "Cash Price" is also shown below. By signing this contract, you choose to purchase the vehicle on credit according to the terms of this contract. You agree to pay us the Amount Financed, Finance Charge, and any other charges in this contract. You agree to make payments in U.S. funds according to the Payment Schedule in this contract. If more than one person signs as a buyer, you agree to keep all the promises in this agreement even if the others do not.

You have thoroughly inspected, accepted, and approved the vehicle in all respects.

VEHICLE IDENTIFICATION

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	☐ NEW ☐ DEMONSTRATOR ☐ FACTORY ☐ OFFICIAL/EXECUTIVE ☐ USED
2016	KIA	SORENTO	6X7PG4A3G65	

USE FOR WHICH PURCHASED

PERSONAL, FAMILY, OR HOUSEHOLD.
UNLESS OTHERWISE INDICATED BELOW.
If either of the boxes below is checked, Chapter 353 of the Texas Finance Code applies to this Contract.

☐ BUSINESS OR COMMERCIAL
☐ AGRICULTURAL

Trade-in: Make GMC Model TERRAIN
Year 2011 VIN 2GTALMEC98B License No. _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
8.9%	\$ 5248.91	\$ 33415.9	\$ 38715.81	\$ 38715.81

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$ 537.72	Monthly beginning 10/16/2015
N/A	N/A	Or as follows N/A

Late Charge: If we do not receive your entire payment within 15 days after it is due (10 days if you are buying a heavy commercial vehicle), you will pay a late charge of 5% of the scheduled payment.

Prepayment: If you pay all that you owe early, you will not have to pay a penalty.

Security Interest: We will have a security interest in the vehicle being purchased.

Additional Information: See this document for more information about nonpayment, default, security interests, and any required repayment in full before the scheduled date.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including any accessories, services, taxes, _____)

SALES TAX \$ 812.44 N/A

N/A \$ N/A, and N/A \$ N/A (1)

2 Total Downpayment = (if negative, enter "0" and see Line 4A below)

Gross Trade-In	\$ 12000.00
- Pay Off Made By Seller	\$ 15827.00
= Net Trade In	\$ -3827.00
+ Cash	\$ N/A
+ Mfrs. Rebate	\$ 2000.00
+ Other (describe) N/A	\$ N/A
Total Downpayment	\$ 0.00 (2)

3 Unpaid Balance of Cash Price (1 minus 2) \$ 27815.81 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts.)

A Net trade-in payoff to N/A FCU \$ 1927.00

B Cost of Optional Credit Insurance Paid to Insurance Company or Companies.

PROPERTY INSURANCE: You must keep the collateral insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract. You may obtain property insurance from anyone you want or provide proof of insurance you already have. The insurer must be authorized to do business in Texas. You agree to give us proof of property insurance. You must name us as the person to be paid under the policy in the event of damage or loss.

If any insurance is checked below, policies or certificates from the insurance companies will describe the terms, conditions, and deductibles.

Optional Credit Life and Credit Disability Insurance

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

☐ Credit Life, one buyer \$ N/A Term N/A
☐ Credit Life, both buyers \$ N/A Term N/A
☐ Credit Disability, one buyer \$ N/A Term N/A
☐ Credit Disability, both buyers \$ N/A Term N/A

(Insurance Company)

(Home Office Address)

Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the term of the insurance is 121 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.

You want the insurance indicated above.

☒ N/A N/A
 Buyer's signature Date
☒ N/A N/A

☒ INSTALLMENT SALES		EFFECTIVE DATE 09/01/2015	TERM 72
AMOUNT FINANCED 33416.94	FINANCE RATE 4.90	FINANCE AGREEMENT NUMBER	
GUARANTEED AUTO PROTECTION (GAP)			
CHARGE TO YOU FOR THIS GAP ADDENDUM 500.00	MAXIMUM AMOUNT FINANCED \$100,000	MAXIMUM ELIGIBILITY LIMIT. The amount financed may not exceed 150% of the lowest of: (a) the vehicle purchase price; (b) MSRP; or (c) NADA or equivalent retail book value.	
MAXIMUM GAP AND FINANCIAL AGREEMENT TERM 84 MONTHS FOR NEW VEHICLES AND 84 MONTHS FOR USED VEHICLES		MAXIMUM DEDUCTIBLE AMOUNT \$1,000	PLAN CODE
PROGRAM ADMINISTRATOR: Customer Service Center, Inc. P.O. Box 19340 Kalamazoo, MI 49019 Toll Free: 888-640-0387		☐ COMMERCIAL USE/REGISTRATION (AVAILABLE ONLY FOR MOTOR VEHICLES UP TO 12,500 POUNDS GVW)	

I. Agreement

The Customer/Retail Buyer ("You", "Your") and the Issuing Dealer ("Dealer") named above agree to amend the provisions of the Financial Agreement described above as follows:

A. In the event Your Vehicle is declared a total loss by Your insurance company providing automobile physical damage coverage ("Insurer") as a result of theft or damage, the Dealer agrees to waive the difference between the Outstanding Balance (as defined in I.A.1. below) and the Insurer's Payment (as defined in I.A.2. below):

1. The Outstanding Balance shall mean the amount owed under Your Financial Agreement on the date of loss, LESS any:
 - a. late fees, unearned finance or service charges, disposal and repossession fees, or refundable prepaid taxes and fees;
 - b. past due payments exceeding fifteen (15) days past payment due date or unpaid balances due to extensions of maturity;
 - c. unearned amounts from optional insurance or service contracts;
 - d. amounts owed under the Financial Agreement for optional equipment or vehicle modifications that are not insured, proportion to the purchase price of Your Vehicle and the optional equipment or vehicle modification; and
 - e. amounts owed under the Financial Agreement that result from exceeding the Maximum Eligibility Limit stated above, proportion to the amount that exceeds the stated limit.
2. The Insurer's Payment shall mean the settlement You receive from Your Insurer based on the actual cash value of Your Vehicle, PLUS any:
 - a. deductible amount under Your automobile physical damage coverage in excess of the maximum deductible amount;
 - b. deductions from the Insurer's settlement due to wear and tear, prior damage, and other condition adjustments;
 - c. deductions for unpaid insurance premiums;
 - d. deductions for salvage, towing and storage; and
 - e. payments made from insurance companies and others on account of their liability for loss to Your Vehicle.

B. If Your Vehicle did not have applicable automobile physical damage insurance coverage in effect at the time of loss and there is no Insurer's Payment, the Program Administrator will (i) determine whether Your Vehicle is a total loss based on insurance industry standards and (ii) if Your Vehicle is a total loss, determine the amount to be waived under I.A. as if there were an Insurer's Payment for the loss equal to the actual cash value of Your Vehicle at the time of loss based on insurance industry standards.

You are responsible for maintaining collision and comprehensive insurance on Your Vehicle.

THE ISSUING DEALER/FINANCIAL INSTITUTION WILL WAIVE CERTAIN AMOUNTS YOU OWE UNDER THE FINANCIAL AGREEMENT IN THE CASE OF A TOTAL LOSS OR THEFT OF YOUR VEHICLE. NOTED IN THIS GAP ADDENDUM, You have read the disclosures and the terms on both the front and the back of this GAP Addendum, and You agree to all of the terms of this GAP Addendum. You understand that neither the extension of credit, the terms of the credit, nor the terms of the related motor vehicle sale may be conditioned upon the purchase of this GAP Addendum. THIS GAP ADDENDUM IS NOT A CREDIT INSURANCE POLICY AND NEITHER DOES IT PROVIDE PHYSICAL DAMAGE COVERAGE NOR ELIMINATE YOUR OBLIGATION TO INSURE YOUR VEHICLE UNDER APPLICABLE STATE LAW. YOU MAY WISH TO CONSULT AN INSURANCE AGENT TO DETERMINE WHETHER SIMILAR COVERAGE MAY BE OBTAINED AND AT WHAT COST. Unless You provide proof that the Financial Agreement has been terminated, all refunds will be made payable to the Financial Institution and may be applied to reduce the total amount owed under the Financial Agreement.

☐ You want to purchase this GAP Addendum

CUSTOMER/RETAIL BUYER SIGNATURE 	DATE 09/01/2015	ISSUING DEALER REPRESENTATIVE NAME
ISSUING DEALER REPRESENTATIVE SIGNATURE 	DATE 09/01/2015	TITLE FINANCE MANAGER

LZX 94288
61-550-98

CUSTOMER

150 PRO GAP TX (03-1



P.O. BOX 516
DICKINSON, TEXAS 77539
PHONE: (281) 337-2521 FAX: (281) 337-3499

NEW
☐ USED

DEAL NO. [REDACTED]
STOCK NO. [REDACTED]

PURCHASER [REDACTED] SALESMAN KILAN PAUL ANDERSON

CO-PURCHASER [REDACTED]

ADDRESS [REDACTED]

CITY TEXAS CITY COUNTY GALVESTON STATE TX ZIP CODE [REDACTED]

PHONE NO. (HOME) [REDACTED] (WORK) [REDACTED] (FAX) [REDACTED]

DOB [REDACTED] SS# [REDACTED]

TDL [REDACTED] DELIVERY DATE 09/01/15

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS RELATING TO THE SALE. A DOCUMENTARY FEE MAY NOT EXCEED A REASONABLE AMOUNT AGREED TO BY THE PARTIES. THIS NOTICE IS REQUIRED BY LAW.

UN CARGO DOCUMENTAL NO ES UN CARGO OFICIAL. LA LEY NO EXIGE QUE SE IMPONGA UN CARGO DOCUMENTAL. PERO ESTE PODRIA COBRARSE A LOS COMPRADORES POR EL MANEJO DE LA DOCUMENTACION EN RELACION CON LA VENTA. UN CARGO DOCUMENTAL NO PUEDE EXCEDER UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES. ESTA NOTIFICACION SE EXIGE POR LEY.

VEHICLE INFORMATION
YR. 2016 MAKE KIA
MODEL SORRENTO
BODY SORRENTO L FWD COLOR TITANIUM SILVER
MILES 258
VIN 5XYFG4A35G6 [REDACTED]

TRADE INFORMATION

VALIDATION NUMBER

UPON VERIFICATION BUYER AGREES TO PAY AMOUNT EXCEEDING THIS FIGURE

Balance Owed 15827.00

INITIALS

YEAR 2011 MAKE GMC
MODEL GMC COLOR BLUE MILEAGE 50650
BODY FWD 4DR SLE- LICENSE
VIN 2CTALHEC986 [REDACTED]

CASH DOWN TO MO. PMT. TO

LIEN INFORMATION

AMOUNT: 33416.94
LIEN DATE: 09/01/15
LIEN TO: KIA MOTORS FINANCE
ADDRESS: PO BOX 105299
ATLANTA GA 30348

TRADE INFORMATION

OWED TO:
ADDRESS:
CITY:
STATE:
ZIP CODE:

ARBITRATION
I FURTHER AGREE THAT ANY LEGAL OR EQUITABLE DISPUTES ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT AND/OR THE PERFORMANCE OF THE FOREGOING REPAIRS, WILL BE SETTLED BY BINDING ARBITRATION CONDUCTED IN ACCORDANCE WITH THE RULES OF THE AMERICAN ARBITRATION ASSOCIATION ("AAA") IN EFFECT AT THE TIME A DEMAND FOR ARBITRATION IS MADE, AND THAT THE DECISION AND AWARD SHALL BE EXCLUSIVE, FINAL AND BINDING UPON THE PARTIES. I FURTHER ACKNOWLEDGE AND AGREE THAT I AM ENTITLED TO REPRESENTATION BY AN ATTORNEY THROUGHOUT THIS PROCEEDING AT MY OWN EXPENSE, AND THAT THE COSTS AND EXPENSES OF THE ARBITRATION SHALL BE BORNE EVENLY BY THE PARTIES.

X

The Dealer's Inventory Tax charge is intended to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax imposed on a consumer by the government, and is not required to be charged by the dealer to the consumer.
TERMS OF FINANCING SUBJECT TO TIER, APPROVAL, AND LENDERS ACCEPTANCE.

INITIALS X

PHONE:
TALKED TO:
ACCT. #:
AMOUNT: 15827.00
AMOUNT GOOD UNTIL: (MINIMUM 10 DAYS)

BUYER SIGNATURE
CO-BUYER SIGNATURE

MSRP		25925.00
OUR DISCOUNT	-	1074.00
OUR PRICE	=	26999.00
FACTORY REBATE	-	2000.00
OPTIONAL REBATE	-	NONE
OPTIONAL REBATE	-	NONE
SECURITY SOLUTIONS	+	NONE
PROT. SEALANTS	+	NONE
3M TINT	+	NONE
	+	NONE
	+	NONE
MAINTENANCE	+	500.00
NET SELLING PRICE	=	25499.00
DEPUTY FEE	+	5.00
STATE SALES TAX	+	812.44
DEALER'S INVENTORY TAX	+	61.25
LICENSE FEE	+	130.50
TITLE FEE	+	33.00
STATE INS. FEE	+	23.75
DOC. FEE	+	125.00
SUB TOTAL	=	26689.94
TRADE IN	-	12000.00
SUB TOTAL	=	14689.94
PAY OFF	+	15827.00
CASH DOWN	-	NONE
DRIVE OUT DIFFERENCE	=	30516.94
EXT. WARRANTY	+	2400.00
GM CREDIT CARD AUTH. #	-	
GM EMP REBATE	-	NONE
CL/ASH	-	NONE
GAP INS	-	500.00
DRAFT AMOUNT	=	33416.94



























3901 Gulf Freeway
Dickinson, Texas 77525
281-337-3333



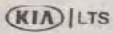
Family Kia

Customer Name

Visit

Year

Make



Repair Date *	Dec 13, 2017	Model *	Sorento (UM) 2016-	VIN	INPUT VIN
Model Description					

Optional: Please search using one or more of the provided search criteria below to narrow the results.

OpCode	INPUT OP CODE	OpCode Description	INPUT KEYWORD	Part To OpCode	91100.C6610
Main Groups	SELECT MAIN GROUP ▼	Sub Groups	SELECT SUB GROUP ▼		

Op Code	Main Op Code Description	Time
91101R00	Wiring Harness- Main, R&R	4.20
Op Code	GDS Op Code Description	Time
91101R00	GDS Operation- Main Wiring	0.30

MINIMUM Training Requirements for Labor Operation Code: 91101R00

Course No.	Course Description	Requirement
IC-01-004-1	Web: Intro to Kia Auto Electrical Course & Test	REQUIRED
IC-01-007-1	Web: Intro to Kia Circuit Diagram Analysis Course & Test	REQUIRED
IC-03-017-1	ILC: Automotive Electrical Diagnosis Course	REQUIRED

Signature of person responsible or agent for person responsible

0-0
0-0

PHONE (281) 337-2521
DIRECT LINE (281) 337-5555
TOLL FREE 1-800-880-6744



FAMILY KIA

P.O. BOX 318
3001 GULF FREEWAY
DICKINSON, TX 77539

ABSOLUTELY NO RETURN ON ANY INSTALLED ITEM!!!!!!!
NO RETURN ON ELECTRICAL, FUEL, OR SPECIAL ORDER PARTS.
20 DAY WAIT FROM TIME OF RETURN IF PAID FOR BY CHECK.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller, FAMILY KIA, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and FAMILY KIA neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CELL: [REDACTED]

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
[REDACTED]	[REDACTED]	[REDACTED]		CASH	STEVE MINKS	12/13/17	PQ848 K1R

4
T
L
T
O

TEXAS CITY, TX [REDACTED]

5
R
P
T
U

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	91100-C6010 WIRING ASSY-MAJ	WATCH1	1814.96	1524.56	1524.56
1	0	84260-C6000WK CARPET ASSY-FLO	WATCH1	887.55	745.54	745.54
1	0	32700-C6110 PEDAL ASSY-ACCE	WATCH1	152.70	128.24	128.24
1	0	56310-C5000 COLUMN ASSY-STE	WATCH1	1291.67	1085.00	1085.00
SUBTOTAL						3483.34
RESTOCK CHARGE						0.00
TAX						287.38
FREIGHT						0.00
PAY THIS AMOUNT						3770.72

NO REFUND AFTER 10 DAYS.
10% HANDLING CHARGE ON ALL STOCK ITEMS.
NO REFUND ON ALL ELECTRICAL OR SPECIAL ORDER ITEMS.
N.P.N. Parts are not supplied, marketed or warranted by General Motors.

ECD
Y

NO RETURNS
WITHOUT
THIS INVOICE

12:07 CUSTOMER COPY

** PRICE QUOTE **

NET503

PAGE 1 OF

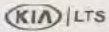
3001 Gulf Freeway
Dickinson, Texas 77520
281-337-3333



Family Kia

Customer Name	Vin #	Truck	SALE
Address	City, State	Zip Code	Make
			License Plate

11
12/14/17
804



Repair Date *	Dec 13, 2017	Model *	Sorento (UM) 2016~	VIN	INPUT VIN
Model Description:					

Optional: Please search using one or more of the provided search criteria below to narrow the results.

OpCode	INPUT OP CODE	OpCode Description	STEERING	Part To OpCode	INPUT PART NUMBER
Main Groups	SELECT MAIN GROUP ▼	Sub Groups	SELECT SUB GROUP ▼		

Op Code	Main Op Code Description	Time
5630RES	Steering Column Shaft R&R (MOPS)	1.10
Op Code	GDS Op Code Description	Time
56300RQ0	GDS operation - Steering Column Shaft Assy	0.30

IF Freeway
in Texas 775
3333

004 C. SOWDER
FILT
NT
DITEP
NT

31
12/14/17
804

FAMILY AUTO
SINCE 1998

Name: _____ Vin # _____

KIA | LTS

Repair Date *	Dec 13, 2017	Model *	Sorento (UM) 2018~	VIN	INPUT VIN:
Model Description					

Optional: Please search using one or more of the provided search criteria below to narrow the results.

OpCode	INPUT OP CODE	OpCode Description	INPUT KEYWORD	Part To OpCode	84260 C800
Main Groups	SELECT MAIN GROUP ▾	Sub Groups	SELECT SUB GROUP ▾		

Op Code	Main Op Code Description	Time
84111R00	Carpet (Front Floor), R&R	2.90

8 Logme... - 4

Many parts
with stain
from Dura







CLERAC, LLC, 1802 SUPERIOR AVE E, CLEVELAND, OH 441142108 (216) 348-0700

RENTAL AGREEMENT REF#

SUMMARY OF CHARGES

RENTER

ADDITIONAL DRIVER

DATE & TIME OUT

02/20/2018 05:28 PM

DATE & TIME IN

02/27/2018 03:22 PM

BILLING CYCLE

24-HOUR

CAR CLASS CHARGED

IRAR

VEH #1 2017 NISSAN ROGUE SV2W

VIN# KNMAT2MT7HP

LIC#

MILES DRIVEN 300

CAR CLASS: IRAR

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	02/20 - 02/27	1	WEEK	\$249.99	\$249.99
DW	02/20 - 02/27	7	DAY	\$19.99	\$132.93
ADDITIONAL DRIVER FEE	02/20 - 02/27	7	DAY	\$10.00	\$70.00
REFUELING CHARGE	02/20 - 02/27				\$0.00
Subtotal:					\$452.92

Taxes & Surcharges

MOTOR VEHICLE LESSOR TAX	02/20 - 02/27	1	RENTAL	\$6.00	\$6.00
SALES TAX	02/20 - 02/27			8%	\$36.88
VLF REC	02/20 - 02/27	7	DAY	\$0.29	\$2.03

Total Charges: \$497.83

Bill-To / Deposits

DEPOSITS (\$497.83)

Total Estimated Amount Due

\$0.00

PAYMENT INFORMATION

AMOUNT PAID

\$497.83

TYPE

American Express

CREDIT CARD NUMBER

xxxxxxxxxxxx

Attention
Sam



CHAD'S TOWING

2324 Western Avenue

Eau Claire, WI 54703 Phone: 715-838-8886

No. [REDACTED]

DATE <u>10/20/03</u>	TIME <u>2:00</u>	A.M. / P.M. <u>P.M.</u>
NAME <u>John Smith</u>		PHONE <u>715-838-8886</u>
ADDRESS <u>1234 Main St</u>		
CITY/STATE/ZIP <u>EAU CLAIRE, WI 54703</u>		
LOCATION OF VEHICLE <u>1234 Main St</u>		
COMMENTS <u>Vehicle involved in accident</u>		
YEAR/MAKE/MODEL <u>2000 Honda</u>	COLOR <u>Black</u>	VEHICLE MILEAGE <u>15000</u>
STATE <u>WI</u>	I.C. PLATE NO. <u>SWT 123</u>	VIN # <u>1HGBH6150MA01234</u>
VEHICLE TOWED TO <u>Chrysler Motors Inc</u>		RESPONSE <u>175</u>
STORAGE FROM <u>10/20/03</u> TO <u>10/21/03</u>		HOO K UP
DAYS @ \$ <u>10</u>		MILEAGE
PAID BY ☐ Cash ☐ Check # <u>12345</u>		WINCHING
☐ Charge P.O.#		SPECIAL EQUIP
☐ Credit Card Auth Code#		LABOR
Ref Code #		CLEAN-UP
MILEAGE <u>10</u>	SERVICE TIME <u>1</u>	ADMIN
START <u>2:00</u>	START	2 nd TOW
FINISH <u>3:00</u>	FINISH	GATE FEE
TOTAL <u>10</u>	TOTAL	
OPERATOR'S SIGNATURE <u>[Signature]</u>		
VEHICLE RELEASED TO		SUBTOTAL <u>320</u>
<u>REASON FOR TOW</u>		TAX
☐ ACCIDENT		TOTAL
☐ ARREST		STORAGE
☐ TOW ZONE		GRAND TOTAL <u>320</u>
☐ WINCH OUT		
☐ ABANDONED		
☐ STOLEN CAR		
☐ BREAK DOWN		
☐ LOCK OUT		
☐ JUMP START		
☐ FIRE DAMAGE		
☐ TIRE CHANGE		
☐ FUEL DROP		
☐ IMPOUNDED		
☐ OFF ROAD RECOVERY		
<u>TYPE OF TOW</u>		
☐ SKIDSTEER/FORKLIFT		
☐ FLAT BED		
☐ MEDIUM DUTY		
☐ HEAVY DUTY		
☐ WHEEL LIFT		
<u>SPECIAL EQUIPMENT</u>		
☐ WINCHING		
☐ SNATCH BLOCKS		
☐ SCOTCH BLOCKS		
☐ DOLLY		
☐ SKATIS		
<u>TOWED PER ORDER OF</u>		
☐ STATE POLICE		
☐ CITY POLICE		
☐ COUNTY POLICE		
☐ OWNER		
☒ DEALER		

THANK YOU FOR YOUR BUSINESS



CHAD'S TOWING

2324 Western Avenue

Eau Claire, WI 54703 Phone: 715-838-8886

No. [REDACTED]

DATE	TIME	A.M. / P.M.	P.O. NO.
NAME		PHONE	
ADDRESS			
CITY/STATE/ZIP			
LOCATION OF VEHICLE			
COMMENTS			
YEAR/MAKE/MODEL	COLOR	VEHICLE MILEAGE	
STATE	LIC. PLATE NO.	VIN #	
VEHICLE TOWED TO			
STORAGE FROM TO			
DAYS @ \$			
PAID BY ☐ Cash ☐ Check # ☐ Charge P.O.# ☐ Credit Card Auth Code#			
Ref Code #			
MILEAGE	SERVICE TIME		
START	START		
FINISH	FINISH		
TOTAL	TOTAL		
OPERATOR'S SIGNATURE			
VEHICLE RELEASED TO			
REASON FOR TOW			
☐ ACCIDENT	☐ FIRE DAMAGE		
☐ ARREST	☐ TIRE CHANGE		
☐ TOW ZONE	☐ FUEL DROP		
☐ WINCH OUT	☐ IMPOUNDED		
☐ ABANDONED	☐ OFF ROAD RECOVERY		
TYPE OF TOW			
☐ STOLEN CAR	☐ SKIDSTEER/FORKLIFT		
☐ BREAK DOWN	☒ FLAT BED		
☐ LOCK OUT	☐ MEDIUM DUTY		
☐ JUMP START	☐ HEAVY DUTY		
	☐ WHEEL LIFT		
SPECIAL EQUIPMENT			
☒ WINCHING			
☐ SNATCH BLOCKS			
☐ SCOTCH BLOCKS			
☐ DOLLY			
☐ SKATES			
TOWED PER ORDER OF			
☐ STATE POLICE			
☒ CITY POLICE			
☐ COUNTY POLICE			
☐ OWNER			
☐ DEALER			
SUBTOTAL			
TAX			
TOTAL			
STORAGE			
GRAND TOTAL			

THANK YOU FOR YOUR BUSINESS

DATE	TIME	NAME	ADDRESS
3/17/18			
TIME	CHIPPewa Auto Body		
ADDRESS			
CITY			
LOCATION OF VEHICLE	CHIPPewa Auto Body		
YEAR	MAKE	MODEL	COLOR
2017	Kia	Sorento	Maroon
STATE	LIC. PLATE NO.	VIN #	

Tow to Prestig Kia

TOWED PER ORDER OF		REASON FOR TOW			
☒ PUBLIC PROSECUTOR	☐ STATE POLICE	☐ Accident	☐ Lock Out	☐ Breakdown	☐ No Trespass
☒ JUDGE	☐ LOCAL POLICE	☐ Abandoned	☐ Tow Zone	☐ Unregistered	☐ Arrest
☐ SHELTER	☐ OWNER	☐ No Start	☐ Stolen	☐ Out Of Gas	☐ Impounded
☐	☐ DEALER	☐ Flat Tire	☐ Snow Removal	☐ Fine Lane	☐

8500

REMARKS

Low to high EC
REAR Burnt

85 00

2006-07-10



Aerco Collision

1260 OTTER RD., ALTOONA, WI 54720

Phone: (715) 834-4515

FAX: (715) 835-9486

Workfile ID:

Federal ID:

474816697

Preliminary Estimate

Customer: Prestige

Written By: Nick Slipka

Insured: Prestige

Type of Loss:

Point of Impact: 06 Rear

Policy #:

Date of Loss:

Claim #:

Days to Repair: 0

Owner:

██████████
██████████
Eau Claire, WI ██████████
██████████ Business

Inspection Location:

Aerco Collision
1260 OTTER RD.
ALTOONA, WI 54720
Repair Facility
(715) 834-4515 Day

Insurance Company:

Prestige

VEHICLE

2017 KIA Sorento LX AWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection Sangria

VIN: 5XYPGDA34HC ██████████

License: ██████████

State: WI

Interior Color:

Exterior Color: Sangria

Production Date: 11/2016

Mileage In: 7,715

Mileage Out:

Condition:

Vehicle Out:

Job #:

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks

Power Mirrors
Heated Mirrors

DECOR

Dual Mirrors
Privacy Glass
Console/Storage
Overhead Console
Wood Interior Trim

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Parking Sensors

RADIO

AM Radio
FM Radio

Stereo

Search/Seek
CD Player
Auxiliary Audio Connection
Satellite Radio

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device

ROOF

Luggage/Roof Rack

SEATS

Cloth Seats
Bucket Seats
Reclining/Lounge Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Rear Spoiler
Signal Integrated Mirrors

TRUCK

Power Trunk/Gate Release

Get live updates at www.carwise.com/e/3nyQWr

Preliminary Estimate

Customer: Prestige

2017 KIA Sorento LX AWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection Sangria

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		REAR BUMPER					
2	Repl	Add for reverse sens		1		0.4	
3	Repl	Prep unprimed bumper		1			0.6
4		O/H bumper assy				2.9	
5	Repl	Upper cover w/reverse sensor	86650C6000	1	420.83	Incl.	2.2
6		Add for Clear Coat					0.9
7	Repl	Impact bar	86631C6000	1	298.60	Incl.	
8	Repl	RT Upper cover rivet	1416003133	3	1.17		
9	Repl	LT Upper cover rivet	1416003133	3	1.17		
10	*	Repl Lower cover w/reverse sensors	86610C6050	1	366.70	Incl.	<u>0.0</u>
11	Repl	RT Reflector	92406C6000	1	33.94	Incl.	
12	Repl	Tow eye cap	86667C6000	1	6.00	Incl.	
13	Repl	Skid plate black	86665C6000	1	148.49	Incl.	
14	*	Repl Reverse sensor lower	95720C6100BN2	1	111.06	Incl.	<u>0.0</u>
15	*	Repl Wire harness w/o smart key	91880C6030	1	213.60	<u>0.2</u>	
16	#	Repl Hazardous waste removal		1	3.00		
17	#	Repl Flex additive		1	8.00		
18	#	Subl Repair Scan		1	189.95		
SUBTOTALS					1,802.51	3.5	3.7

ESTIMATE TOTALS

Category	Basis			Rate	Cost \$
Parts					1,802.51
Body Labor	3.5 hrs	@	\$ 50.00 /hr		175.00
Paint Labor	3.7 hrs	@	\$ 50.00 /hr		185.00
Paint Supplies	3.7 hrs	@	\$ 30.00 /hr		111.00
Subtotal					2,273.51
Grand Total					2,273.51

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISCONSIN DEPT. OF AGRICULTURE, TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.

Customer: Prestige

2017 KIA Sorento LX AWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection Sangria

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide ARY2312, CCC Data Date 2/14/2018, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2017 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

MOWERY'S COLLISION INC.
155 PHILLIPI ROAD, COLUMBUS, OH 43228
Phone: (614) 274-6072
FAX: (614) 274-6601

Workfile ID: [REDACTED]
Federal ID: 31-103-8437
State ID: 25-196551

Preliminary Estimate

Customer: HATFIELD KIA

Job Number:

Written By: Mike Stephenson

Insured: HATFIELD KIA
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner:
HATFIELD KIA
1455 AUTOMALL DRIVE
COLUMBUS, OH 43228
(614) 465-0002 Business

Inspection Location:
MOWERY'S COLLISION INC.
155 PHILLIPI ROAD
COLUMBUS, OH 43228
Repair Facility
(614) 274-6072 Business

Insurance Company:
DEALER

VEHICLE

2016 KIA Sorento LX AWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection GRAY MT

VIN: 5XYPGDA38GG [REDACTED]
License:
State:

Interior Color:
Exterior Color: GRAY MT
Production Date:

Mileage In:
Mileage Out:
Condition:
Vehicle Out:
Job #:

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors

DECOR

Dual Mirrors
Privacy Glass
Console/Storage
Overhead Console
Wood Interior Trim

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Parking Sensors

RADIO

AM Radio
FM Radio

Stereo

Search/Seek
CD Player
Auxiliary Audio Connection
Satellite Radio

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device

ROOF

Luggage/Roof Rack

SEATS

Cloth Seats
Bucket Seats
Reclining/Lounge Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Rear Spoiler
Signal Integrated Mirrors

TRUCK

Power Trunk/Gate Release

Preliminary Estimate

Customer: HATFIELD KIA

Job Number:

2016 KIA Sorento LX AWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection GRAY MT

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		REAR BODY & FLOOR					
2	*	Rpr Rear panel to 2/2/2017				2.0	1.5
3		R&I Rear sill plate w/o luggage side black				0.2	
4		LIFT GATE					
5		Repl Weatherstrip	87321C6000	1	75.45	0.4	
6		R&I R&I liftgate assy				1.0	
7	*	Rpr Lift gate w/o power lift				1.5	2.2
8		Add for Clear Coat					0.9
9		Add for Underside(Complete)					1.0
10		R&I Upper trim black				0.1	
11		R&I Lower trim panel w/o power lift gate black				0.3	
12	*	R&I Trim molding				0.3	
13		REAR BUMPER					
14		O/H rear bumper				2.9	
15		Repl Upper cover w/reverse sensor	86650C6000	1	420.84	Incl.	2.2
16		Add for Clear Coat					0.9
17		Add for reverse sens				0.4	
18	*	Repl Lower cover w/reverse sensors	86610C6050	1	366.67	Incl.	0.0
19		Repl LT Reflector	92405C6000	1	33.94	Incl.	
20		Repl Skid plate silver	86665C6010	1	212.90	Incl.	
21		Repl Impact bar	86631C6000	1	298.59	Incl.	
22		Add for brackets				0.4	
23		Repl LT Mount bracket	86641C6000	1	101.50	0.1	
24		Repl LT Lower bracket	86671C6000	1	17.05		
25		Repl LT Upper cover side bracket	86677C6000	1	21.57	Incl.	
26		Repl LT Impact bar upper bracket	86633C6000	1	5.04		
27		Repl Impact bar lower bracket	86635C6000	2	7.98		
28		Repl RT Upper cover rivet	1416003133	3	1.17		
29		Repl LT Upper cover rivet	1416003133	3	1.17		
30		Repl Under cover	86690C6000	1	191.57	Incl.	
31		Repl Tow eye cap	86667C6000	1	6.09	Incl.	
32		Repl LT Impact bar screw	1249205167E	2	2.18		
33		Repl LT Mount bracket nut	1327008007B	4	2.52		
34		Repl LT Upper cover U-nut	1334106887B	4	13.52		
35		Repl LT Upper cover bolt	1125306207B	4	1.36		
36		Repl Tape	8412933010	2	1.94		
37		Repl Reverse sensor upper to 1/5/2017 graphite	95720C6000BN2	1	112.74	0.2	0.2
38		Add for Clear Coat					0.1
39		Repl Wire harness w/smart key	91880C6020	1	213.60		
SUBTOTALS					2,109.39	9.8	9.0

Preliminary Estimate

Customer: HATFIELD KIA

Job Number:

2016 KIA Sorento LX AWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection GRAY MT

ESTIMATE TOTALS

Category	Basis			Rate	Cost \$
Parts					2,109.39
Body Labor	9.8 hrs	@		\$ 42.00 /hr	411.60
Paint Labor	9.0 hrs	@		\$ 42.00 /hr	378.00
Paint Supplies	9.0 hrs	@		\$ 26.00 /hr	234.00
Subtotal					3,132.99
Grand Total					3,132.99

THIS IS AN ESTIMATE ONLY. THIS IS NOT AN EXACT QUOTE. MOWERY'S COLLISION INC. IS NOT RESPONSIBLE FOR PART PRICE INCREASES FROM MANUFACTURES OR ANY HIDDEN DAMAGE FOUND AFTER THE VEHICLE IS DISASSEMBLED.

Any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud.

Customer: HATFIELD KIA

Job Number:

2016 KIA Sorento LX AWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection GRAY MT

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide ARY2312, CCC Data Date 4/16/2018, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2017 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

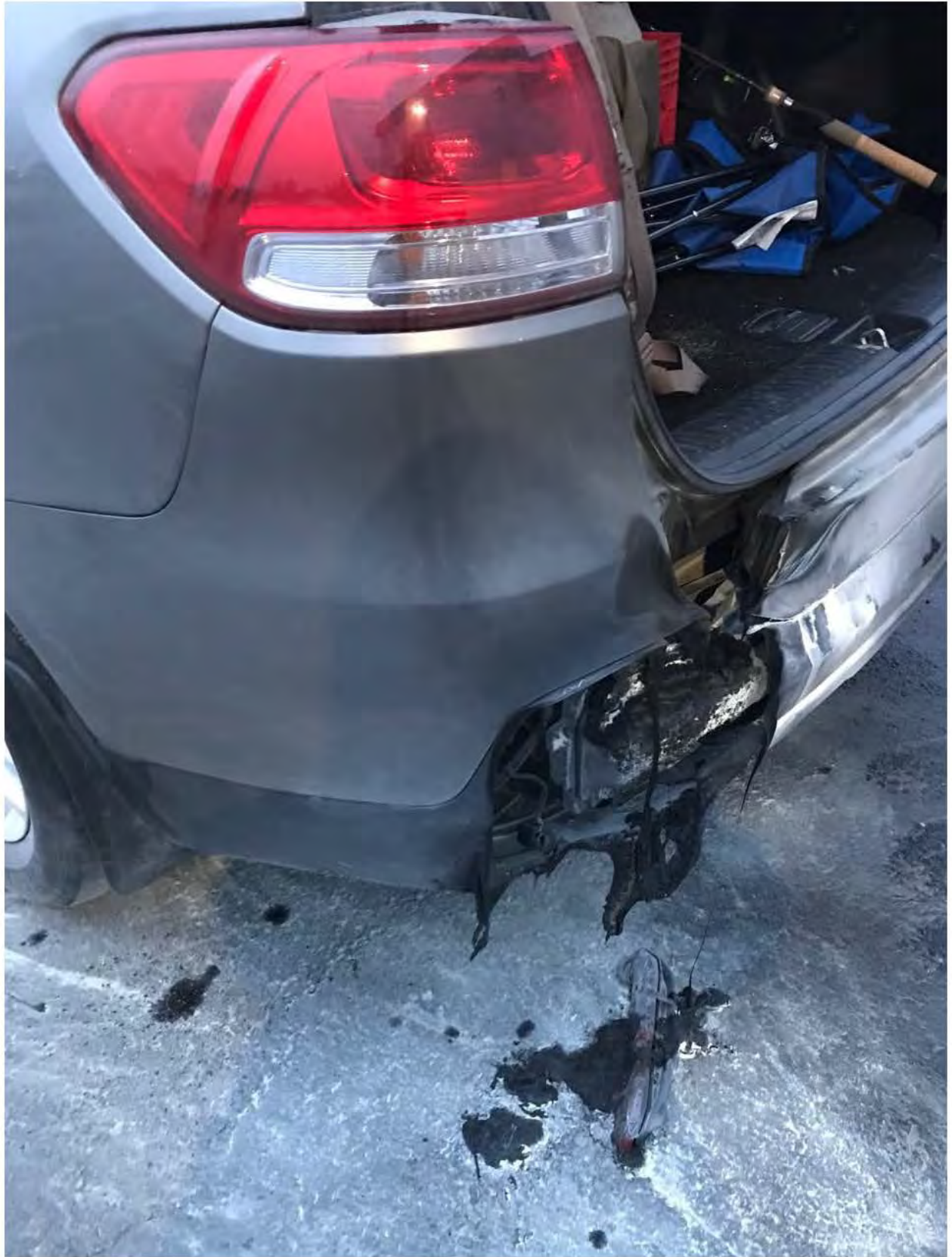
OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

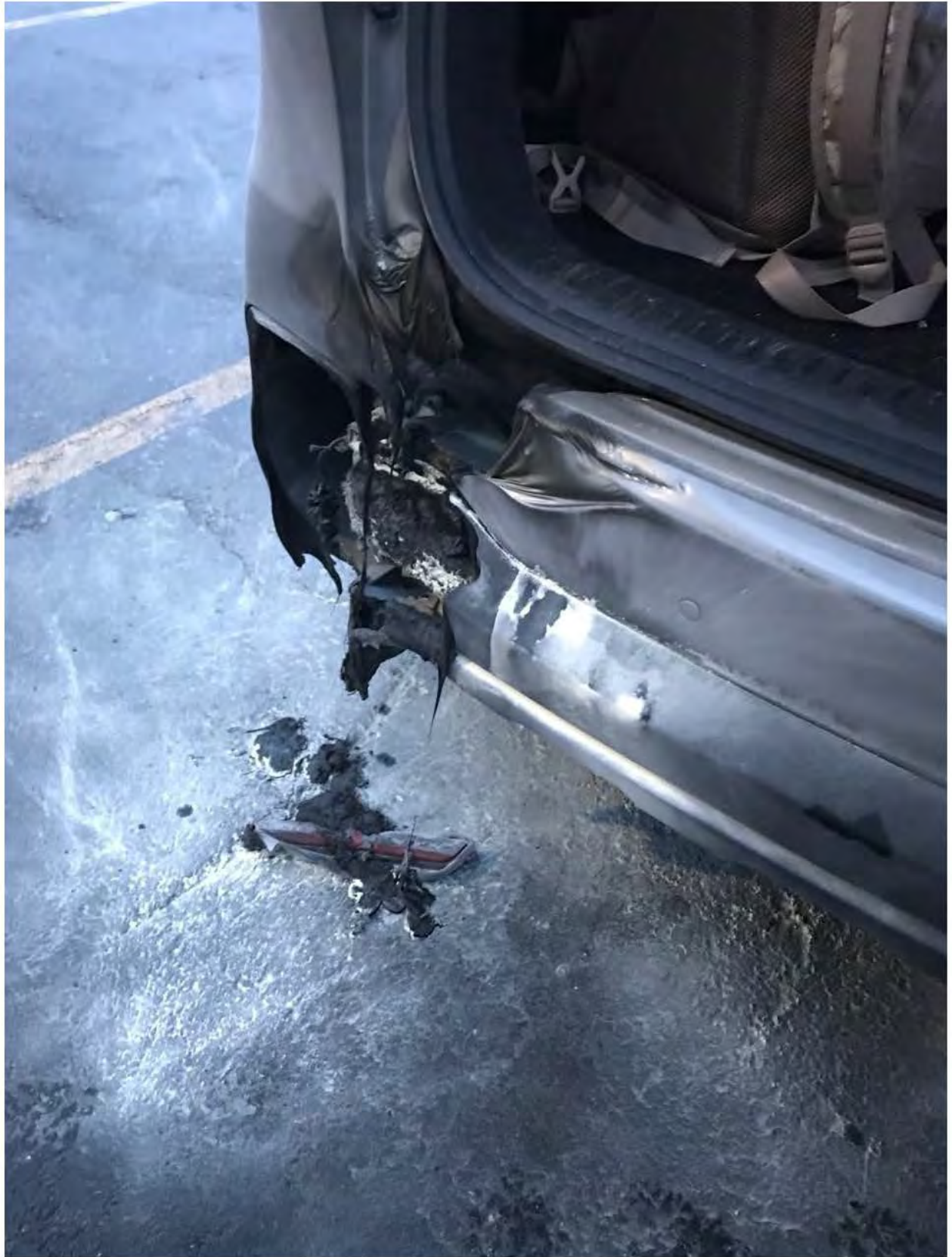
BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.



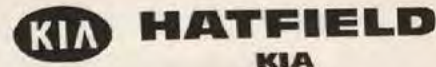












CUSTOMER #:

WORKORDER

1455 AUTO MALL DRIVE
COLUMBUS, OHIO 43228
TEL. (614) 465-0002
FAX (614) 465-4660
www.hatfieldkia.com

MT STERLING, OH

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 79573 PARSONS, HEATHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
IM/Gray	16	KIA SORENTO	5XYPGDA38GG		55400/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
16FEB16 IS			** WAITER **		0.00	CASH
16FEB16 DD			OPTIONS: SOLD-STK:			DLR:CH026
R.O. OPENED		READY	ENG:2.4_Liter_DOHC			

25APR2018 08:51

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	DRV		W	C/S THAT CAR CAUGHT FIRE ON THE DRIVER SIDE REAR OF CAR. PLEASE INSPECT

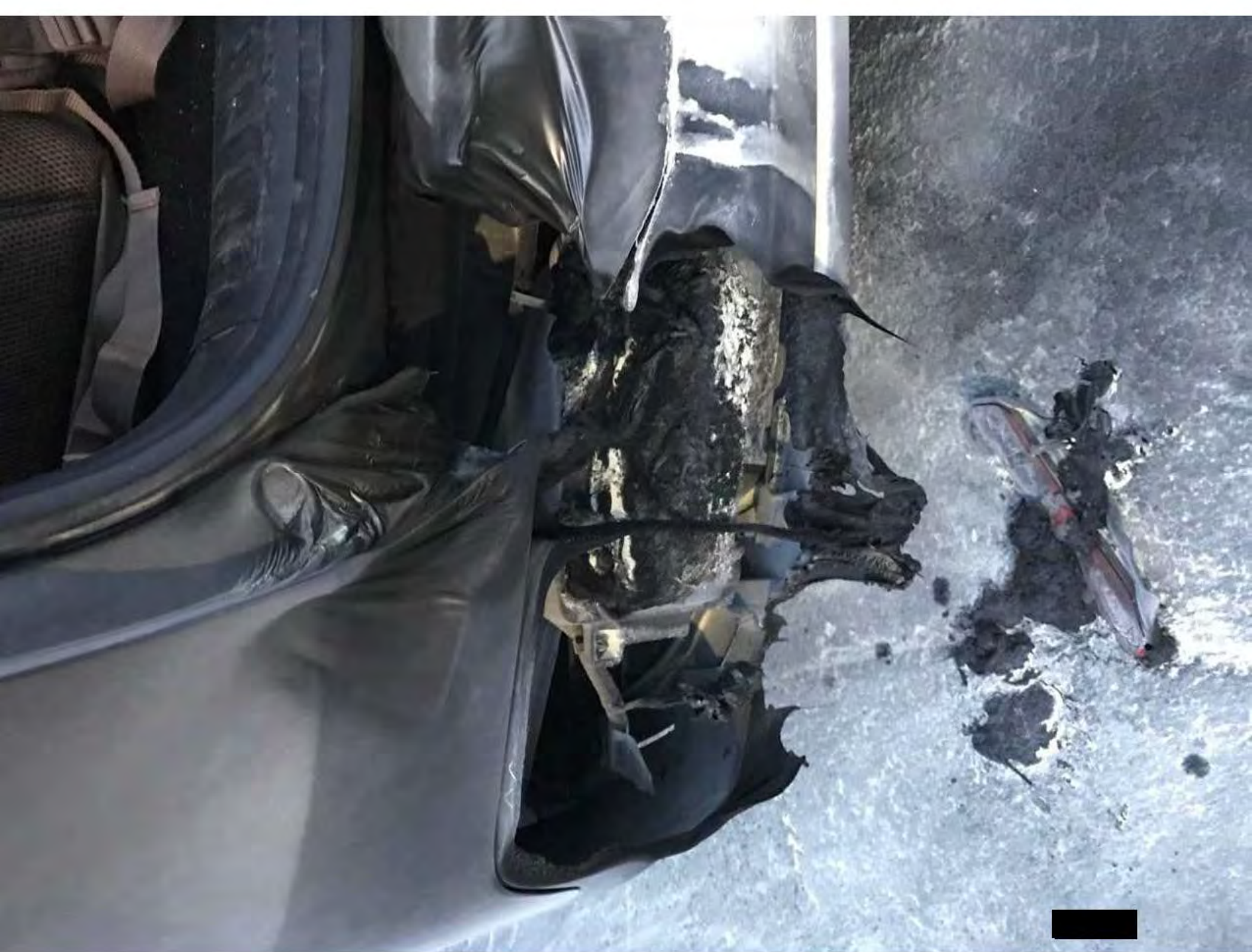
# B	RENTAL		W	RENTAL CAR
-----	--------	--	---	------------

# C	REC		W	SA292A JF2.0 UM3.3/2.4/2.0 SHIFT QUALITY
-----	-----	--	---	--

# D	REC		W	SA305A E-CVVT COVER AND MOTOR PLUG
-----	-----	--	---	------------------------------------

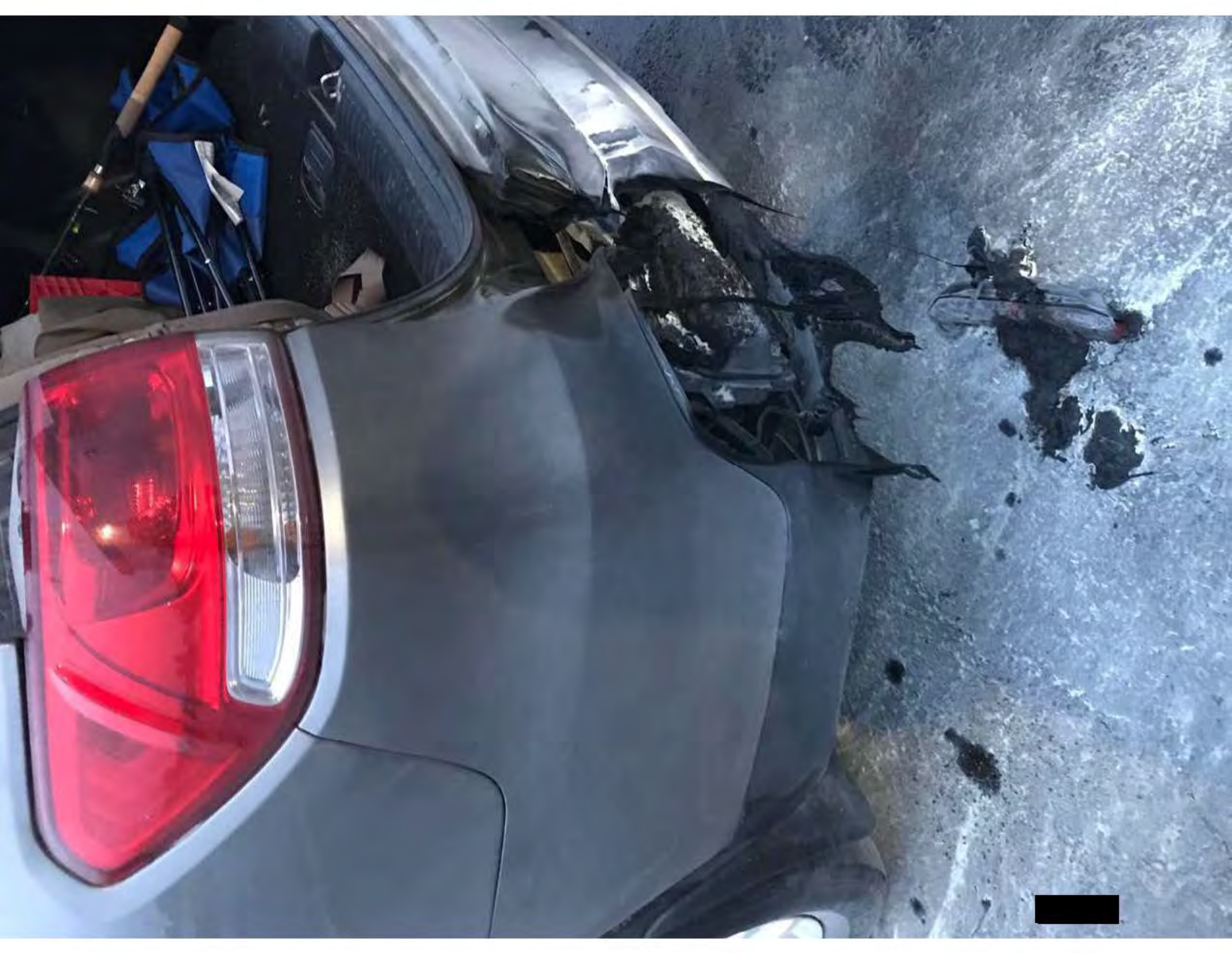


















MIDWEST AUTO COLLISION
1515 Alum Creek Dr
Columbus, OH 43209
Business Phone: 614-549-7086
ops@mwacollision.com

Estimate
Est #2110, ID #5888457

Vehicle Info	VIN	Color Ext. / Int.	License (St.)	Miles In / Out
2016 Kia Sorento LX 4 Door Utility AWD 2.4L 4 Cyl Gas Injected	5XYPGDA38GC [REDACTED]	/		0 / 0

Description	Part #	Price	Qty	Labor	Paint	Other
LIFTGATE						
Repair LIFTGATE SHELL 1.0hrs. Clearcoat	73700 C6000			2.0 Body hrs.	2.4 hrs. 1.0 hrs.	
R&I LIFTGATE GARNISH	87371 C6000			1.0 Body hrs.		
Replace LIFTGATE ADHESIVE NAMEPLATE	86310 C6000	\$25.00	1	0.2 Body hrs.		
R&I LWR LIFTGATE INNER TRIM PANEL	81750 C6000WK			0.8 Body hrs.		
R&I LIFTGATE WIPER ARM	98811 3W100			0.2 Body hrs.		
REAR BODY						
Repair REAR BODY PANEL 0.8hrs. Clearcoat	65910 C6000			3.5 Body hrs.	2.0 hrs. 0.8 hrs.	
REAR LAMPS						
R&I R REAR COMBINATION LAMP				Included		
R&I L REAR COMBINATION LAMP				Included		
REAR BUMPER						
Replace REAR UPR BUMPER COVER 0.9hrs. Clearcoat	86650 C6000	\$420.84	1	Included	2.2 hrs. 0.9 hrs.	
Overhaul REAR BUMPER COVER ASSY				2.6 Body hrs.		
R&R REAR ADD W/PARKING SENSOR -0.2 hrs. Overlap				0.4 Body hrs. -0.2 hrs. Overlap		
Replace REAR LWR BUMPER COVER	86610 C6050	\$416.70	1	Included		
R&I REAR BUMPER COVER				Included		
Replace REAR BUMPER SKID PLATE	86665 C6000	\$148.49	1	Included		
Replace REAR WIRING HARNESS	91880 C6020	\$213.60	1			
Replace REAR BUMPER REINFORCEMENT BAR	86631 C6000	\$298.59	1	0.6 Body hrs.		
Replace L REAR BUMPER MOUNTING BRACKET	86671 C6000	\$17.05	1	0.1 Body hrs.		
Replace L REAR UPR BUMPER BRACKET	86633 C6000	\$5.04	1			
Replace L REAR BUMPER BRACKET	86677 C6000	\$21.57	1			
Replace L REAR INR PARKING SENSOR UNIT	95720 C6000BK1	\$112.74	1	0.1 Body hrs.		
Replace L REAR BUMPER BRACKET	86661 C6000	\$25.60	1	0.2 Body hrs.		
Replace L REAR BUMPER REFLECTOR	92405 C6000	\$33.94	1	0.2 Body hrs.		
Replace L REAR BUMPER UNDER COVER	86690 C6000	\$191.57	1	Included		
Other CAR COVER	⓪	\$10.00	1	0.3 Body hrs.		
Other HAZARDOUS WASTE REMOVAL	⓪	\$10.00	1			
Other FLEX ADDITIVE	⓪	\$10.00	1			



MIDWEST AUTO COLLISION
1515 Alum Creek Dr
Columbus, OH 43209
Business Phone: 614-549-7086
ops@mwacollision.com

Estimate
Est #2110, ID #5888457

Totals

Type	Hours	Rate/hr	Total	Taxable
OEM Parts			\$1,930.73	✓
Other Parts			\$30.00	✓
Body Labor	12.0	\$70.00	\$840.00	✓
Paint Labor	9.3	\$70.00	\$651.00	✓
Paint Supplies	9.3	\$30.00	\$279.00	✓
Taxable Amount			\$3,730.73	
Tax 7.500%			\$279.80	
Grand Total			\$4,010.53	
Net Total			\$4,010.53	

THIS ESTIMATE MAY HAVE BEEN PREPARED BASED ON THE USE OF AFTERMARKET PARTS SUPPLIED BY A SOURCE OTHER THAN THE ORIGINAL MANUFACTURER.

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.



STATE OF OHIO - BUREAU OF MOTOR VEHICLES CERTIFICATE OF REGISTRATION

PLATE NO.: [REDACTED]
VALIDATION NO.: [REDACTED]
OWNER NAME: [REDACTED]

REG. DATE: 07/14/2018

EXP. DATE: 07/14/2019

ISSUE DATE: 07/10/2018

VEHICLE OWNERSHIP: SINGLE

APP NO.: [REDACTED]
AGENCY: 2438
USER ID: PR
OLD APP NO.: [REDACTED]
OLD PLATE: [REDACTED]

VEHICLE YEAR: 2016
BODY TYPE: SW

VEHICLE CLASS: PASSENGER
ODOMETER READING: 242
MAKE: KIA

STATE FEES: \$31.00

CERTIFICATE TITLE NO.: [REDACTED]
VEH. SERIAL NO.: 5XYPGDA38GG [REDACTED]
PURCHASE DATE: 02/16/2016

PLATE TYPE: SUNBURST
REG TYPE: RENEWAL

LOCAL TAX: \$15.00
REFL./CO. FEE: \$0.00
DEPUTY FEE: \$3.50
TOTAL FEES: \$49.50

SUSPENSION/REVOCAION: NO
PRIOR OPERATION: YES
FEES PAID: YES

In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.

It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without insurance or FR coverage.

PROOF OF INSURANCE OR FR COVERAGE IS REQUIRED. Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.

ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license until requirements are met on first offense, one year on second offense, and two years on third and subsequent offenses* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$100.00 on first offense, \$300.00 for second offense, and \$600.00 for third and subsequent offenses*Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.

ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.

IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE; In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).

THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.

WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:*AN INSURANCE POLICY showing automobile liability insurance of at least \$25,000 bodily injury per person, \$50,000 injury two or more persons, and \$25,000 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and warrant that all the above is true and accurate.

SIGNATURE ON FILE

DATE

SIGNATURE OF OWNER(S)

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13.
APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD.
THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

CUSTOMER COPY WITHOUT ADDRESS

BMV5701 6/14 (760-108)

RESTRICTED

By: Daniel Cook
Topic: General
Related To: (1) 1st Party Vehicle - [REDACTED]
Subject: NUGEN IT SETTLEMENT CALCULATION

Mar 27, 2018 09:34 AM
Confidential: No

Calculation Results for Claim # [REDACTED]

[Print PDF Email](#)

Settlement Calculation

Actual Cash Value (ACV) =
\$16,481.00

Title Fee =
8.50

Title Processing Fee =
2.50

Deductible =

(1,000.00)

Settlement Calculation =
\$15,492.00

Calculation Parameters

Claim Type = Insured
Vehicle Retained By = Company
Owner County = Dunklin
Vehicle Type = Passenger Vehicle
Alternate Fuel = No

Looking for a no-hassle pricing on New or Used Car?

Powered by TrueCar. The Auto Shopping Service. is here to help.



Shop with confidence and save, discovering great deals.

We'll get you back on the road fast!

Powered by TrueCar. The Auto Shopping Service.
provides:

- TrueCar® Certified Dealers dedicated to providing a no-hassle car buying experience.
- What others paid for new vehicle in your area so you don't overpay.
- A way to easily view and compare thousands of new and used vehicles online.
- TrueCar® representatives available to help you through the entire process.

A service you can trust when you need it most

Visit us today at www.nationwide.com/replacecar
or call [877-924-2588](tel:877-924-2588)



REPORT SUMMARY



CLAIM INFORMATION

Owner	██████████ ██████████ Kennett, MO ██████████
Loss Vehicle	2016 Kia Sorento L FWD
Loss Incident Date	03/03/2018
Claim Reported	03/08/2018

The CCC ONE® Market Valuation Report reflects CCC Information Services Inc.'s opinion as to the value of the loss vehicle, based on information provided to CCC by NATIONWIDE ENTERPRISE.

Valuation was calculated assuming average mileage of 30,000 since no odometer value was provided.



INSURANCE INFORMATION

Report Reference Number	██████████
Claim Reference	██████████
Adjuster	Boyle, David
Appraiser	Rushin , Bud
Odometer	UNKNOWN
Last Updated	03/08/2018 01:47 PM



VALUATION SUMMARY

Base Vehicle Value	\$ 16,481.00
Adjusted Vehicle Value	\$ 16,481.00

Total	\$ 16,481.00
--------------	---------------------

The total may not represent the total of the settlement as other factors (e.g. license and fees) may need to be taken into account.

BASE VEHICLE VALUE

This is derived per our Valuation methodology described on the next page.

ADJUSTED VEHICLE VALUE

This is determined by adjusting the Base Vehicle Value to account for the actual condition of the loss vehicle and certain other reported attributes, if any, such as refurbishments and after factory equipment.

Inside the Report

Valuation Methodology.....	2
Vehicle Information.....	3
Vehicle Condition.....	6
Comparable Vehicles.....	7
Valuation Notes.....	10
Supplemental Information.....	11

VALUATION METHODOLOGY

How was the valuation determined?

CLAIM INSPECTION



NATIONWIDE ENTERPRISE has provided CCC with the zip code where the loss vehicle is garaged, loss vehicle VIN, mileage, equipment, as well as loss vehicle condition, which is used to assist in determining the value of the loss vehicle.

DATABASE REVIEW



CCC maintains an extensive database of vehicles that currently are or recently were available for sale in the U.S. This database includes vehicles that CCC employees have physically inspected, as well as vehicles advertised for sale by dealerships or private parties. All of these sources are updated regularly.

SEARCH FOR COMPARABLES

When a valuation is created the database is searched and comparable vehicles in the area are selected. The zip code where the loss vehicle is garaged determines the starting point for the search. Comparable vehicles are similar to the loss vehicle based on relevant factors.



CALCULATE BASE VEHICLE VALUE

Adjustments to the price of the selected comparable vehicles are made to reflect differences in vehicle attributes, including mileage and options. Dollar adjustments are based upon market research.

Finally, the Base Vehicle Value is the weighted average of the adjusted values of the comparable vehicles based on the following factors:

- Source of the data (such as inspected versus advertised)
- Similarity (such as equipment, mileage, and year)
- Proximity to the loss vehicle's primary garage location
- Recency of information





VEHICLE INFORMATION

VEHICLE DETAILS

Location	KENNETT, MO 63857
VIN	5XYPG4A35GG [REDACTED]
Year	2016
Make	Kia
Model	Sorento
Trim	L
Body Style	FWD
Body Type	Sports Utility
Engine -	
Cylinders	4
Displacement	2.4L
Fuel Type	Gasoline
Carburation	Gasoline Direct Injection
Transmission	Automatic Transmission
Curb Weight	3704 lbs

VEHICLE ALLOWANCES

Odometer	UNKNOWN
----------	---------

VEHICLE HISTORY SUMMARY

Experian AutoCheck	No Title Problem Found
National Highway Traffic Safety Administration	5 Recalls

Vehicles sold in the United States are required to have a manufacturer assigned Vehicle Identification Number(VIN). This number provides certain specifications of the vehicle.

Please review the information in the Vehicle Information Section to confirm the reported mileage and to verify that the information accurately reflects the options, additional equipment or other aspects of the loss vehicle that may impact the value.

Allowances are factors influencing the value of the loss vehicle when compared to a typical vehicle. The typical vehicle is a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard equipment. These allowances are displayed for illustrative purposes only.

The Base Vehicle Value is calculated from the comparable vehicles with adjustments to reflect the loss vehicle configuration



VEHICLE INFORMATION

VEHICLE EQUIPMENT

Odometer	UNKNOWN	
Transmission	Automatic Transmission	✓
Power	Power Steering	✓
	Power Brakes	✓
	Power Windows	✓
	Power Locks	✓
	Power Mirrors	✓
	Power Trunk/Gate Release	✓
Decor/Convenience	Air Conditioning	✓
	Tilt Wheel	✓
	Cruise Control	✓
	Rear Defogger	✓
	Intermittent Wipers	✓
	Console/Storage	✓
	Overhead Console	✓
	Keyless Entry	✓
	Telescopic Wheel	✓
	Message Center	✓
	Wood Interior Trim	✓
Seating	Cloth Seats	✓
	Bucket Seats	✓
	Reclining/Lounge Seats	✓
Radio	AM Radio	✓
	FM Radio	✓
	Stereo	✓
	Search/Seek	✓
	CD Player	✓
	Steering Wheel Touch Controls	✓
	Auxiliary Audio Connection	✓
	Satellite Radio	✓
Wheels	Aluminum/Alloy Wheels	✓
Safety/Brakes	Air Bag (Driver Only)	✓

To the left is the equipment of the loss vehicle that NATIONWIDE ENTERPRISE provided to CCC.

✓ **Standard** This equipment is included in the base configuration of the vehicle at time of purchase.

📄 **Additional** Equipment that is not Standard but was noted to be on the loss vehicle.



 VEHICLE INFORMATION

VEHICLE EQUIPMENT

Exterior/Paint/Glass

Passenger Air Bag	✓
Anti-lock Brakes (4)	✓
4-wheel Disc Brakes	✓
Front Side Impact Air Bags	✓
Head/Curtain Air Bags	✓
Hands Free	✓
Alarm	✓
Traction Control	✓
Stability Control	✓
Dual Mirrors	✓
Heated Mirrors	✓
Privacy Glass	✓
Rear Spoiler	✓
Rear Window Wiper	✓
Signal Integrated Mirrors	✓
Clearcoat Paint	✓



VEHICLE CONDITION

COMPONENT CONDITION

	Condition	Inspection Notes	Value Impact
MECHANICAL			
Engine	AVERAGE PRIVATE	No Comments	\$ 0
Transmission	AVERAGE PRIVATE	No Comments	\$ 0
PAINT			
PAINT	AVERAGE PRIVATE	No Comments	\$ 0
TIRES			
Front Tires	AVERAGE PRIVATE	No Comments	\$ 0
Rear Tires	AVERAGE PRIVATE	No Comments	\$ 0
BODY/GLASS			
BODY/ GLASS	AVERAGE PRIVATE	No Comments	\$ 0
INTERIOR			
INTERIOR	AVERAGE PRIVATE	No Comments	\$ 0
Total Condition Adjustments			\$ 0

NATIONWIDE ENTERPRISE uses condition inspection guidelines to determine the condition of key components of the loss vehicle prior to the loss. The guidelines describe physical characteristics for these key components, for the condition selected based upon age. Inspection Notes reflect observations from the appraiser regarding the loss vehicle's condition.

CCC makes dollar adjustments that reflect the impact the reported condition has on the value of the loss vehicle as compared to Average Private condition. These dollar adjustments are based upon interviews with dealerships across the United States.



Options

	Loss Vehicle	Comp 1	Comp 2	Comp 3
Odometer	UNKNOWN	28,574	48,360	12,322
Automatic Transmission	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Mirrors	✓	✓	✓	✓
Power Trunk/Gate Release	✓	✓	✓	✓
Air Conditioning	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Console/Storage	✓	✓	✓	✓
Overhead Console	✓	✓	✓	✓
Keyless Entry	✓	✓	✓	✓
Telescopic Wheel	✓	✓	✓	✓
Message Center	✓	✓	✓	✓
Wood Interior Trim	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Bucket Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
Steering Wheel Touch Controls	✓	✓	✓	✓
Auxiliary Audio Connection	✓	✓	✓	✓
Satellite Radio	✓	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	✓
Locking Wheels	✗	✓	✓	✗
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Anti-lock Brakes (4)	✓	✓	✓	✓
4-wheel Disc Brakes	✓	✓	✓	✓
Front Side Impact Air Bags	✓	✓	✓	✓
Head/Curtain Air Bags	✓	✓	✓	✓
Hands Free	✓	✓	✓	✓
Alarm	✓	✓	✓	✓

Comp 1

Updated Date: 02/22/2018

2016 Kia Sorento L Fwd 4 2.4l

Gasoline Gasoline Direct Injection

VIN 5XYPG4A33G6[REDACTED]

Dealership Gossett Chrysler Dodge Je

Telephone (901) 388-8989

Source Autotrader

Stock # [REDACTED]

Distance from Kennett, MO

70 Miles - Memphis, TN

Comp 2

Updated Date: 01/04/2018

2016 Kia Sorento L Fwd 4 2.4l

Gasoline Gasoline Direct Injection

VIN 5XYPG4A33G6[REDACTED]

Dealership Gossett Kia

Telephone (901) 363-6556

Source Autotrader

Stock # [REDACTED]

Distance from Kennett, MO

70 Miles - Memphis, TN

Comp 3

Updated Date: 12/19/2017

2016 Kia Sorento L Fwd 4 2.4l

Gasoline Gasoline Direct Injection

VIN 5XYPG4A35G6[REDACTED]

Dealership Collerville Chrysler Dod

Telephone (901) 854-5337

Source Autotrader

Stock # [REDACTED]

Distance from Kennett, MO

84 Miles - Collerville, TN

Comparable vehicles used in the determination of the Base Vehicle Value are not intended to be replacement vehicles but are reflective of the market value, and may no longer be available for sale.

List Price is the sticker price of an inspected dealer vehicle and the advertised price for the advertised vehicle.

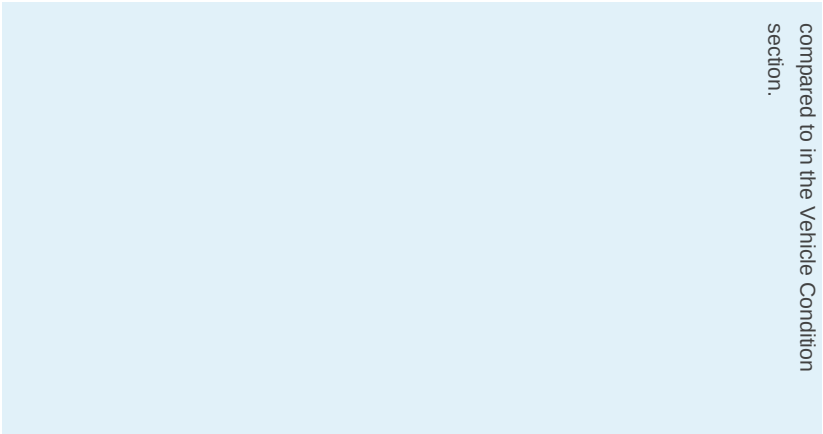
Distance is based upon a straight line between loss and comparable vehicle locations.

¹The **Condition Adjustment** sets that comparable vehicle to Average Private condition, which the loss vehicle is also

 COMPARABLE VEHICLES

Options	Loss Vehicle	Comp 1	Comp 2	Comp 3
Traction Control	✓	✓	✓	✓
Stability Control	✓	✓	✓	✓
Dual Mirrors	✓	✓	✓	✓
Heated Mirrors	✓	✓	✓	✓
Privacy Glass	✓	✓	✓	✓
Luggage/Roof Rack	✗	✗	✗	✓
Rear Spoiler	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Signal Integrated Mirrors	✓	✓	✓	✓
Clearcoat Paint	✓	✓	✓	✓
Rear Step Bumper	✗	✗	✗	✓
List Price		\$ 18,244	\$ 18,227	\$ 17,994
Adjustments:				
Options				- \$ 50
Mileage		- \$ 107	+ \$ 1,020	- \$ 1,200
Condition ¹		- \$ 421	- \$ 421	- \$ 421
Adjusted Comparable Value		\$ 17,716	\$ 18,826	\$ 16,323

compared to in the Vehicle Condition section.



 COMPARABLE VEHICLES

 ADDITIONAL COMPARABLE VEHICLES

Source	Vehicle	Price	Adjusted Comparable Value
Comp 4			
Source: Inspected Inventory Country Ford Southaven, MS (662) 349-4300 88 Miles From Kennett, MO	2016 Kia Sorento L Fwd 4 2.4l Gasoline Gasoline Direct Injection Odometer: 28,565 VIN: 5XYPG4A31GG [REDACTED] Stock #: [REDACTED] Updated Date: 01/13/2018	\$ 16,500 (Take)	\$ 15,971
Comp 5			
Source: Dealer Ad Homer Skelton Ford Olive Branch, MS (662) 890-8875 89 Miles From Kennett, MO	2016 Kia Sorento L Fwd 4 2.4l Gasoline Gasoline Direct Injection Odometer: 34,411 VIN: 5XYPG4A31GG [REDACTED] Stock #: [REDACTED] Updated Date: 02/22/2018	\$ 18,141 (List)	\$ 18,033

Additional Comparable Vehicles are in summary format, but are adjusted the same as those on the previous page.

Comparable vehicles used in the determination of the Base Vehicle Value are not intended to be replacement vehicles but are reflective of the market value, and may no longer be available for sale.

List Price is the sticker price of an inspected dealer vehicle and the advertised price for the advertised vehicle.

Take Price is the amount that the dealership will accept to sell the inspected vehicle, though a lower price may be obtainable through negotiation.

Distance is based upon a straight line between loss and comparable vehicle locations.

VALUATION NOTES

This Market Valuation Report has been prepared exclusively for use by NATIONWIDE ENTERPRISE, and no other person or entity is entitled to or should rely upon this Market Valuation Report and/or any of its contents. CCC is one source of vehicle valuations, and there are other valuation sources available.

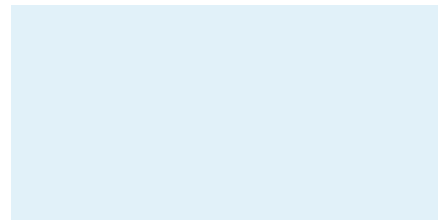
SUPPLEMENTAL INFORMATION



CARRIER INFORMATION

Prepared for: NATIONWIDE ENTERPRISE

Web: Allied Insurance is a member of Nationwide Insurance



SUPPLEMENTAL INFORMATION



EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT

TITLE CHECK

TITLE CHECK	RESULTS FOUND
Abandoned	✓ No Abandoned Record Found
Damaged	✓ No Damaged Record Found
Fire Damage	✓ No Fire Damage Record Found
Grey Market	✓ No Grey Market Record Found
Hail Damage	✓ No Hail Damage Record Found
Insurance Loss	✓ No Insurance Loss Record Found
Junk	✓ No Junk Record Found
Rebuilt	✓ No Rebuilt Record Found
Salvage	✓ No Salvage Record Found

EVENT CHECK

EVENT CHECK	RESULTS FOUND
NHTSA Crash Test Vehicle	✓ No NHTSA Crash Test Vehicle Record Found
Frame Damage	✓ No Frame Damage Record Found
Major Damage Incident	✓ No Major Damage Incident Record Found
Manufacturer Buyback/Lemon	✓ No Manufacturer Buyback/Lemon Record Found
Odometer Problem	✓ No Odometer Problem Record Found
Recycled	✓ No Recycled Record Found
Water Damage	✓ No Water Damage Record Found
Salvage Auction	✓ No Salvage Auction Record Found

VEHICLE INFORMATION

VEHICLE INFORMATION	RESULTS FOUND
Accident	✓ No Accident Record Found
Corrected Title	✓ No Corrected Title Record Found
Driver Education	✓ No Driver Education Record Found
Fire Damage Incident	✓ No Fire Damage Incident Record Found
Lease	✓ No Lease Record Found
Lien	✓ No Lien Record Found
Livery Use	✓ No Livery Use Record Found
Government Use	✓ No Government Use Record Found
Police Use	✓ No Police Use Record Found
Fleet	✓ No Fleet Record Found
Rental	✓ No Rental Record Found
Fleet and/or Rental	✓ No Fleet and/or Rental Record Found
Repossessed	✓ No Repossessed Record Found
Taxi use	✓ No Taxi use Record Found
Theft	✓ No Theft Record Found
Fleet and/or Lease	✓ No Fleet and/or Lease Record Found
Emissions Safety Inspection	✓ No Emissions Safety Inspection Record Found
Duplicate Title	✓ No Duplicate Title Record Found

CCC provides NATIONWIDE ENTERPRISE information reported by Experian regarding the **2016 Kia Sorento (5XYPG4A35G[REDACTED])**. This data is provided for informational purposes. Unless otherwise noted in this Valuation Detail, CCC does not adjust the value of the loss vehicle based upon this information.

LEGEND :

- ✓ No Event Found
- ⊘ Event Found
- 📄 Information Needed

TITLE CHECK

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no significant title events. When found, events often indicate automotive damage or warnings associated with the vehicle.

EVENT CHECK

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no historical events that indicate a significant automotive problem. These problems can indicate past previous car damage, theft, or other significant problems.

VEHICLE INFORMATION

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no vehicle information that indicate a significant automotive problem. These problems can indicate past previous car damage, theft, or other significant problems.

ODOMETER CHECK

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no indication of odometer rollback or tampering was found. AutoCheck determines odometer rollbacks by searching for records that indicate odometer readings less than a previously reported value. Other odometer events can report events of tampering, or possible odometer breakage.

SUPPLEMENTAL INFORMATION



FULL HISTORY REPORT RUN DATE: 03/08/2018

Below are the historical events for this vehicle listed in chronological order.

EVENT DATE	RESULTS FOUND	ODOMETER READING	DATA SOURCE	EVENT DETAIL
12/02/2016	KENNETT, MO		Motor Vehicle Dept.	REGISTRATION EVENT/ RENEWAL
12/06/2016	KENNETT, MO	622	Motor Vehicle Dept.	TITLE (Lien Reported)

AUTOCHECK TERMS AND CONDITIONS:

Experian's Reports are compiled from multiple sources. It is not always possible for Experian to obtain complete discrepancy information on all vehicles; therefore, there may be other title brands, odometer readings or discrepancies that apply to a vehicle that are not reflected on that vehicle's Report. Experian searches data from additional sources where possible, but all discrepancies may not be reflected on the Report.

These Reports are based on information supplied to Experian by external sources believed to be reliable, BUT NO RESPONSIBILITY IS ASSUMED BY EXPERIAN OR ITS AGENTS FOR ERRORS, INACCURACIES OR OMISSIONS. THE REPORTS ARE PROVIDED STRICTLY ON AN "AS IS WHERE IS" BASIS, AND EXPERIAN FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE REGARDING THIS REPORT.

YOU AGREE TO INDEMNIFY EXPERIAN FOR ANY CLAIMS OR LOSSES, INCLUDING COSTS, EXPENSES AND ATTORNEYS FEES, INCURRED BY EXPERIAN ARISING DIRECTLY OR INDIRECTLY FROM YOUR IMPROPER OR UNAUTHORIZED USE OF AUTOCHECK VEHICLE HISTORY REPORTS.

Experian shall not be liable for any delay or failure to provide an accurate report if and to the extent which such delay or failure is caused by events beyond the reasonable control of Experian, including, without limitation, "acts of God", terrorism, or public enemies, labor disputes, equipment malfunctions, material or component shortages, supplier failures, embargoes, rationing, acts of local, state or national governments, or public agencies, utility or communication failures or delays, fire, earthquakes, flood, epidemics, riots and strikes.

These terms and the relationship between you and Experian shall be governed by the laws of the State of Illinois (USA) without regard to its conflict of law provisions. You and Experian agree to submit to the personal and exclusive jurisdiction of the courts located within the county of Cook, Illinois.

SUPPLEMENTAL INFORMATION

NHTSA VEHICLE RECALL

NHTSA Campaign ID : 15V089000

Mfg's Report Date : FEB 12, 2015

Component : VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Potential Number Of Units Affected : 12361

Summary : Kia Motors America (Kia) is recalling certain model year 2016 Sorento vehicles manufactured October 27, 2014, to January 29, 2015. Due to an improperly soldered component in the accelerator pedal assembly, the driver may not be able to accelerate the vehicle.

Consequence : If the vehicle is unable to be accelerated, there is an increased risk of a crash.

Remedy : Kia will notify owners, and dealers will replace the accelerator assembly, free of charge. The recall began on February 19, 2015. Owners may contact Kia customer service at 1-800-333-4542. Kia's number for this recall is SC115.

Dates Of Manufacture : OCT 26, 2014 to JAN 28, 2015

Manufacturer Recall No. : SC115

NHTSA Campaign ID : 15V446000

Mfg's Report Date : JUL 13, 2015

Component : SEAT BELTS:FRONT:BUCKLE ASSEMBLY

Potential Number Of Units Affected : 2587

Summary : Kia Motors America (Kia) is recalling certain model year 2016 Kia Sorento vehicles manufactured October 23, 2014, to December 10, 2014. The affected vehicles have a front passenger seat belt whose buckle latch assembly may prevent the front passenger from fastening the seat belt.

Consequence : If the front passenger seat belt cannot be latched, an occupant sitting in the front passenger seat has an increased risk of injury in the event of a crash.

Remedy : Kia will notify owners, and dealers will replace the front passenger seat belt buckle cover, free of charge. The recall began on August 18, 2015. Owners may contact Kia customer service at 1-800-333-4542. Kia's number for this recall is SC123.

Dates Of Manufacture : OCT 22, 2014 to DEC 09, 2014

Manufacturer Recall No. : SC123

NHTSA Campaign ID : 16V480000

Mfg's Report Date : JUN 28, 2016

Component : SUSPENSION:REAR

Potential Number Of Units Affected : 7901

The National Highway Traffic Safety Administration has issued 5 safety related recall notices that may apply to the above valued vehicle.

SUPPLEMENTAL INFORMATION

Summary : Kia Motors America (Kia) is recalling certain model year 2016 Sorento vehicles. A component of the rear suspension may not be properly welded.

Consequence : The improper weld may break, affecting the rear suspension alignment, thereby increasing the risk of a crash.

Remedy : Kia will notify owners, and dealers will inspect the welds at the rear suspension cross-member, replacing the rear cross-member assembly, as necessary, free of charge. The recall began July 27, 2016. Owners may contact Kia Customer Service Department at 1-800-333-4542. Kia's number for this recall is SC137.

Manufacturer Recall No. : SC137

NHTSA Campaign ID : 16V770000

Mfg's Report Date : OCT 23, 2016

Component : SEATS

Potential Number Of Units Affected : 1408

Summary : Kia Motors America (Kia) is recalling certain model year 2016 Kia Sorento vehicles manufactured March 3, 2016 to March 21, 2016. The driver's seatback frame may have been produced with inadequate weld joints and, as a result, the seatback may not function as designed in the event of a rear-end collision.

Consequence : In the event of a crash, the driver seatback frame could break and fail to restrain a seat occupant, increasing the risk of injury.

Remedy : Kia will notify owners, and dealers will inspect the welds and replace the driver seatback frame, as necessary, free of charge. The recall began on December 9, 2016. Owners may contact Kia customer service at 1-800-333-4542. Kia's number for this recall is SC140.

Dates Of Manufacture : MAR 04, 2016 to MAR 14, 2016

Manufacturer Recall No. : SC140

NHTSA Campaign ID : 16V862000

Mfg's Report Date : NOV 29, 2016

Component : ELECTRICAL SYSTEM

Potential Number Of Units Affected : 10212

Summary : Kia Motors America (Kia) is recalling certain model year 2016-2017 Sorento vehicles manufactured October 27, 2014, to August 25, 2016, and 2017 Sportage vehicles manufactured December 10, 2015, to August 26, 2016. The affected vehicles are equipped with an accessory trailer hitch wiring harness that, due to a malfunction of the tow hitch module, may result in the trailer brake lights being constantly illuminated. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 108, "Lamps, Reflective Devices, and Associated Equipment."

Consequence : If the trailer brake lights stay illuminated while being used, other drivers may be confused, increasing the risk of a crash.

SUPPLEMENTAL INFORMATION

Remedy : Kia will notify owners, and dealers will replace the trailer tow hitch harness, free of charge. The recall began January 18, 2017. Owners may contact Kia customer service at 1-800-333-4542. Kia's number for this recall is SC142.

Dates Of Manufacture : OCT 26, 2014 to AUG 24, 2016

Manufacturer Recall No. : SC142



Kia Motors America, Inc.

Corporate Headquarters

111 Peters Canyon Road

Irvine, CA 92606-1790 USA

T 1 949 468 4800 F 1 949 468 4905

September 12, 2018

Nationwide Insurance
Robert Opalenik
One Nationwide Gateway
Des Moines IA, 50391

RE:

Your Insured: [REDACTED]

Claim #: [REDACTED]

Our Case #: [REDACTED]

Car: 2016 Kia Sorento

VIN: 5XYPG4A35GG [REDACTED]

Dear Robert Opalenik,

This letter is to confirm that we are in receipt of your letter, dated September 1, 2018, with intent to subrogate in regards to the vehicle accident your insured had on the above stated vehicle. Please be advised that based on the information provided, there is lack of evidence to support your claim.

Kia Motors America, Inc. will take no further action in this matter at this time. If you have additional information you wish to be considered, please forward it to me at the above address. Thank you for your courtesy and cooperation.

Sincerely,

Alex Villalpando
National Consumer Affairs
Kia Motors America, Inc.

[REDACTED]















100

 KIA MOTORS

FEB/12/15

2076 bs 235

AR 3075 bs 235

THIS VEHICLE COMES WITH A MOTOR VEHICLE

IN EFFECT ON

XC NIA



1

1

11

10







Kia Motors Corp of America

Page 1 of 2

Date prepared September 1, 2018

Claim number [REDACTED]

Policy number [REDACTED]

Questions? Contact Claims Associate
Robert Opalenik
OPALENR@nationwide.com
Phone 614-854-3245
Fax 866-528-2414

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

We're seeking payment for damages

Dear Sir/Madam ,

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 March 3, 2018. We've investigated the cause of the incident and determined that KIA MOTORS CORP OF AMERICA is responsible for the damages to our policyholder's property. We're now seeking reimbursement from your company.

Claim details

Insurer: Nationwide Insurance Company of America
Policyholder: [REDACTED]
Claimant: KIA MOTORS CORP OF AMERICA
Claim number: [REDACTED]
Your account number: [REDACTED]
Loss date: March 3, 2018

About our subrogation demand

This is how our subrogation demand was determined:

Company loss:	\$15,492.00
Less (salvage):	\$Sale Pending
Deductible:	\$1,000.00
Total amount due:	\$16,492.00
Insured's out-of-pocket:	\$Pending

The supporting documentation of our subrogation claim is enclosed.

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 614-854-3245 or OPALENR@nationwide.com.

[REDACTED]

Sincerely,

Robert Opalenik
Nationwide 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.

[REDACTED]

John G. Donan, Jr., P.E.
Chairman of the Board

J. Lyle Donan, P.E.
President, CEO



CORRESPOND TO:
Donan Engineering Co., Inc.
12450 Lake Station Place
Louisville, Kentucky 40299
800-482-5611
502-267-6976 fax

July 24, 2018

Mr. Robert Opalenik
Nationwide Property & Casualty Insurance Company
5525 Parkcenter Circle
Dublin, Ohio 43017

MISSOURI COA: 2009025539

RE: **Mr.** [REDACTED]
[REDACTED]
Kennet, Missouri [REDACTED]
Loss Location:
687 East Outer Road
Sikeston, Missouri 63801
Date of Loss: March 3, 2018
Date of Study: July 11, 2018
Claim Number: [REDACTED]
Donan Project Number: [REDACTED]

Dear Mr. Opalenik:

The fire scene study was conducted utilizing recognized and accepted procedures and practices for fire investigations as outlined in the National Fire Protection Association (NFPA) 921, *Guide for Fire and Explosion Investigations*, 2017 edition. The study progressed with an examination of the exterior and interior of the vehicle. Heat levels and smoke damage throughout the vehicle were compared, and fire movement and intensity patterns throughout the vehicle were analyzed. Digital imagery, diagrams, and notes were used as necessary to document observations. Evidence of fire initiation and development, heat transfer indicators, ventilation effects, relevant physical evidence, and the statements of witnesses were utilized to establish the area of fire origin.

For purposes of this report, the driver's side of the vehicle is considered the left and the hood the front. The vehicle is a red 2016 Kia Sorento with a gasoline



engine and automatic transmission. The vehicle identification number is 5XYPG4A35GG[REDACTED]. At the time of this study, the vehicle's odometer could not be read due to level of destruction.

Mr. [REDACTED] said he and his wife purchased the vehicle new in 2016. He reports no repairs to the vehicle and no aftermarket items installed. The only issue reported was, about two weeks prior to the fire, he smelled an odor of burning rubber but never witnessed any smoke or warning lights. He took it to a local dealer and nothing was found to be wrong. On the day of the incident, he was checking on his mother's house. He left the vehicle's engine running while parked in the driveway. He was only away from the vehicle for about four minutes, and when he returned, he saw smoke venting at the center lower level of the windshield. He notified the Kennett Fire Department, which then responded. He said before the fire department arrived, the windshield had collapsed, and the interior was engulfed with flames. The vehicle operated normally, with no warning lights, on the day of the incident.

The study began at the front of the vehicle and continued in a clockwise direction. The windshield had collapsed to the interior, and the right and left exterior sides display fire damage at the windows. The roof sustained severe fire damage. The engine compartment sustained no fire damage (Figure 1).



Figure 1: Front of Vehicle

The interior exhibits severe fire damage, with progressively greater fire damage to the center section of the dashboard. Fire patterns indicate the fire progressed from the base of the dashboard, at the area of the center console. The fire progressed in an upward and outward direction. The center base of the dashboard at the console is the area of fire origin (Figure 2).



Figure 2: The Dashboard

Debris was excavated from the console and lower dashboard. A study of the remains of the touch screen radio revealed no sign of fire-initiating failure. The air conditioner control panel was severely fire damaged. Multiple electrical conductors pass along the lower level of the center console to the dashboard. A study of the conductors failed to identify a fire-initiating failure. Due to the level of destruction in the area of fire origin, the ignition source could not be identified (Figure 3). The study revealed no evidence of an intentional act to contribute to the fire



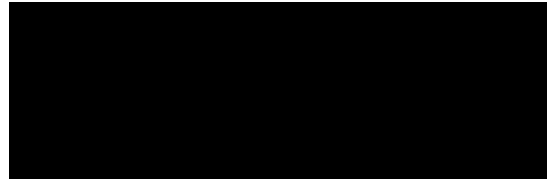
Figure 3: The Area of Fire Origin

- The vehicle type is passenger vehicle.
- The vehicle brand and model are 2016 Kia Sorento.
- The area of origin was the center base of the dashboard and center console.
- The oxidant was atmospheric air and was sufficient to support ignition and fire progression.
- The first fuel ignited was not identified.
- The ignition source was not established.
- The ignition sequence was not defined.
- The classification of the fire cause is ***Undetermined*** as defined in the attachment to this report.

This is an abbreviated report and is not intended to convey all of the facts, circumstances or data utilized to formulate the conclusions herein. Additional information will be retained in the Donan project file. This report is based on presently known and available facts, data, and information. To the extent that additional or different facts, data, or information develops or is discovered after the issuance of this report, Donan reserves the right to amend, alter, or change the report as needed to reflect consideration of said additional or different facts, data, or information.

We appreciate your confidence in our professional services.

Sincerely,
DONAN FIRE INVESTIGATION



Ronald D. Eaker, IAAI-CFI, CFEI
Senior Fire Investigator

Attachments

Appendix A: NFPA 921 Fire Cause Classifications

Appendix B: Report Photographs



Appendix A: NFPA 921 Fire Cause Classifications

As classified by the NFPA 921, *Guide for Fire and Explosion Investigations*, 2017 Edition, the causes of fires are classified as accidental, natural, incendiary, or undetermined. These definitions are incorporated into this report regarding the cause of the fire being studied.

Classification of the Cause¹

Determining the cause of a fire and classifying the cause of the fire are two separate processes that should not be confused with each other. Classification of a fire cause may be used for assignment of responsibility, reporting purposes, or compilation of statistics. Different jurisdictions may have alternative definitions that should be applied as required. The cause of a fire may be classified as accidental, natural, incendiary, or undetermined. Use of the term suspicious is not an accurate description for the classification of a fire cause. Suspicion refers to a level of proof, or level of certainty, and is not a classification for a fire cause. Suspicion is not an acceptable level of proof for making a determination of cause within the scope of this guide and should be avoided. Fires in which the level of certainty is possible or suspected, or in which there is only suspicion of that cause, should be classified as undetermined.

Accidental Fire Cause

Accidental fires involve all those for which the proven cause does not involve an intentional human act to ignite or spread fire into an area where the fire should not be. When the intent of the person's action cannot be determined or proven to an acceptable level of certainty, the correct classification is undetermined. In most cases, this classification will be clear, but some deliberately ignited fires can still be accidental. For example, in a legal setting, a trash fire might be spread by a sudden gust of wind. The spread of fire was accidental even though the initial fire was deliberate.

¹NFPA 921, *Guide for Fire and Explosion Investigations*, 2017 edition

Natural Fire Cause

Natural fire causes involve fires caused without direct human intervention or action, such as fires resulting from lightning, earthquake, wind, and flood.

Incendiary Fire Cause

An incendiary fire is a fire that is intentionally ignited in an area or under circumstances where and when there should not be a fire.

Undetermined Fire Cause

Whenever the cause cannot be proven to an acceptable level of certainty, the proper classification is undetermined.

- (A) Undetermined fire causes include those fires that have not yet been investigated or those that have been investigated, or are under investigation, and have insufficient information to classify further. However, the fire might still be under investigation and the cause may be determined later with the introduction or discovery of new information.
- (B) In the instance in which the investigator fails to identify the ignition source, the fire need not always be classified as undetermined. For example, if the evidence establishes one factor, such as the use of an accelerant, that evidence may be sufficient to establish an incendiary fire cause classification even where other factors, such as ignition source, cannot be identified.

Appendix B: Report Photographs



Photograph 1: The front of the vehicle.



Photograph 2: The vehicle identification label.



Photograph 3: The rear passenger compartment.



Photograph 4: The front passenger compartment.



Photograph 5: The dashboard.



Photograph 6: The base of the dashboard and console. The area of fire origin.



Photograph 7: The touch screen radio.



Photograph 8: The severely fire-damaged air conditioner controls.



Photograph 9: Electrical conductors in the area of fire origin.



Photograph 10: Electrical conductors in the area of fire origin, with no sign of fire-initiating failure.



Search Summary: Cost Type: Indemnity | Paid Date: Last 365 days

Total: \$15492.00									
Payee Name	Service Date From	Service Date To	Date Paid	EXP #	EXP Type	Payment Amount	Cost Type	TOL	Expense TOL
SCOTT CREDIT UNION			04/18/2018	1	Vehicle	\$15,492.00	Indemnity	Total Loss	





RECEIVED
APR 25 2018

CONSUMER AFFAIRS

Kia Motors Corp of America

Page 1 of 2

Date prepared April 18, 2018

Notice of loss date March 3, 2018

Claim number

Policy number

Questions?

Contact Claims Associate
Robert Opalenik
OPALENR@nationwide.com
Phone 614-854-3245
Fax 866-528-2414

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

Claim details

Insurer: Nationwide Insurance Company of America
Policyholder: [REDACTED]
Claimant: KIA MOTORS CORP OF AMERICA
Claim number: [REDACTED]
Loss date: March 3, 2018

Dear Sir/Madam ,

Please be advised that Nationwide is the insurance carrier for the above-named insured, who sustained fire damage to their automobile on the above date of loss. Our preliminary investigation reveals that this fire may have resulted from a defect in the automobile, therefore we are placing you on notice of a potential claim against you, as well as providing you with the opportunity to inspect the vehicle.

Year/Make/Model/VIN: 2016 Kia Sorento, 5XYPG4A35GG [REDACTED]

Mileage: 25,000

Current Location: Copart, 687 E Outer Rd Sikeston MO 63801

Please contact the undersigned within the next 10 business days to advise regarding 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 614-854-3245 or
OPALENR@nationwide.com.

Sincerely,

Robert Opalenik
Nationwide Insurance Company of America
One Nationwide Gateway
Des Moines, IA 50391-5595

A FDIC: <u>03502</u> State: <u>MO</u> Incident Date: <u>03/03/2018</u> Station: <u>2</u> Incident Number: <u>[REDACTED]</u> Exposure: <u>0</u>		NFIRS - 1 Basic	
B Location			
1 - Street address: <u>1012</u> <u>Kennett</u> Street		Street Type: <u>[REDACTED]</u> Suffix: <u>[REDACTED]</u>	
Address Type: <u>[REDACTED]</u>		Number/Milepost: <u>[REDACTED]</u> Prefix: <u>Kennett</u> City: <u>[REDACTED]</u>	
Apt./Suite/Room: <u>[REDACTED]</u> City: <u>[REDACTED]</u>		State: <u>MO</u> Zip Code: <u>63857</u>	
Census Tract: <u>[REDACTED]</u>		Cross street or directions, as applicable: <u>[REDACTED]</u>	
C Incident Type <u>131 - Passenger vehicle</u> Incident Type: <u>[REDACTED]</u>		E1 Dates & Times Midnight to 0000 Month Day Year Hour Min Seconds Alarm: <u>03/03/2018</u> <u>10:17</u> Arrival: <u>03/03/2018</u> <u>10:19</u> Controlled: <u>03/03/2018</u> <u>10:32</u> Last Unit Cleared: <u>03/03/2018</u> <u>10:47</u>	
D Aid Given or Received Their FDIC: <u>[REDACTED]</u> Their State: <u>[REDACTED]</u> Their Incident Number: <u>[REDACTED]</u> <u>N - None</u> Type Aid Given or Received: <u>[REDACTED]</u>		E2 Shifts & Alarms Local Option: <u>[REDACTED]</u> <u>1</u> <u>W</u> Shift or platoon: <u>[REDACTED]</u> Alarms: <u>[REDACTED]</u> District: <u>[REDACTED]</u>	
		E3 Special Studies Local Option: <u>[REDACTED]</u> <u>[REDACTED]</u> Special Study ID#: <u>[REDACTED]</u> Special Study Value: <u>[REDACTED]</u>	
F Actions Taken <u>11 - Extinguish</u> <u>12 - Salvage & overhaul</u> Actions Taken: <u>[REDACTED]</u>		G1 Resources ☒ Check this box and skip this section if an Apparatus or Personnel form is used. Apparatus Personnel Suppression: <u>1</u> <u>4</u> EMS: <u>0</u> <u>0</u> Other: <u>0</u> <u>0</u> ☒ Check box if resource counts include aid received resources.	
		G2 Estimated Dollar Losses & Values LOSSES: <u>[REDACTED]</u> (Required for all fires if known. Optional for non fires.) Property: \$ <u>16500</u> Contents: \$ <u>500</u> PRE-INCIDENT VALUE: Optional Property: \$ <u>16500</u> Contents: \$ <u>500</u>	
H1 Casualties Deaths: <u>0</u> Injuries: <u>0</u> Fire Service: <u>0</u> <u>0</u> Civilian: <u>0</u> <u>0</u>		H2 Detector <u>[REDACTED]</u> H3 Hazardous Materials Release <u>[REDACTED]</u> I Mixed Use Property <u>[REDACTED]</u> J Property Use <u>412 - 1 or 2 family dwelling</u>	
K1 Person/Entity Involved Mr., Ms., Mrs. First Name: <u>[REDACTED]</u> MI: <u>[REDACTED]</u> Last Name: <u>[REDACTED]</u> Suffix: <u>[REDACTED]</u> Number: <u>[REDACTED]</u> Prefix: <u>[REDACTED]</u> Street or Highway: <u>[REDACTED]</u> Street Type: <u>[REDACTED]</u> Suffix: <u>[REDACTED]</u> Post Office Box: <u>[REDACTED]</u> Apt./Suite/Room: <u>[REDACTED]</u> City: <u>Kennett</u> State: <u>MO</u> Zip Code: <u>[REDACTED]</u> Business name (if applicable): <u>[REDACTED]</u> Area Code: <u>[REDACTED]</u> Phone Number: <u>[REDACTED]</u>			
K2 Owner Mr., Ms., Mrs. First Name: <u>[REDACTED]</u> MI: <u>[REDACTED]</u> Last Name: <u>[REDACTED]</u> Suffix: <u>[REDACTED]</u> Number: <u>[REDACTED]</u> Prefix: <u>[REDACTED]</u> Street or Highway: <u>[REDACTED]</u> Street Type: <u>[REDACTED]</u> Suffix: <u>[REDACTED]</u> Post Office Box: <u>[REDACTED]</u> Apt./Suite/Room: <u>[REDACTED]</u> City: <u>Kennett</u> State: <u>MO</u> Zip Code: <u>[REDACTED]</u> Business name (if applicable): <u>[REDACTED]</u> Area Code: <u>[REDACTED]</u> Phone Number: <u>[REDACTED]</u>			

A	FDID	State	Incident Date	Station	Incident Number	Exposure	NFIRS - 2 Fire
	03502	MO	03/03/2018	2		0	

B Property Details	C On-Site Materials or Products	
B1 0 ☒ Not Residential Estimated number of residential living units in building of origin		
B2 0 Number of buildings involved		
B3 Acres burned (outside fires)		
	On-site materials	On-site materials use

D Ignition	E1 Cause of Ignition	E3 Human Factors Contributing To Ignition
D1 B1 - Operator/passenger area Area of fire origin	2 - Unintentional Cause of ignition	N - None
D2 UU - Undetermined Heat source	E2 Factors Contributing To Ignition	
D3 UU - Undetermined Item first ignited	UU - Undetermined	
D4 Type of material first ignited	 Factors contributing to ignition	Estimated age of person involved
 Confined to object of origin		Gender of person involved

F1 Equipment Involved In Ignition	F2 Equipment Power	G Fire Suppression Factors
 Equipment involved	 Equipment power source	
 Brand	F3 Equipment Portability	
 Model	 Equipment portability	 Fire suppression factors
 Serial #		
 Year		

H1 Mobile Property Involved	H2 Mobile Property Type & Make	Local Use	
3 - Involved in ignition Mobile property involved	11 - Passenger car Mobile property type		
	KI - Kia Mobile property make		
Sorento Mobile property model	2016 Year		
 License plate number	MO State	 VIN number	

A

03502

FDID

MO

State

MM DD YYYY

03/03/2018

Incident Date

2

Station

Incident Number

0

Exposure

NFIRS
Remarks

Remarks

Vehicle on fire at 1012 Kennett St. Owner stated that he left the car running and went inside the house when he came back outside flames were coming out all windows.

M

Authorization

101

Officer in charge ID

David

Signature

Hor

Asst. Chief

Position or rank

Assignment

Month Day Year

106

Member making report
ID

Robert

Signature

Moore

Lt

Position or rank

Assignment

Month Day Year



SOLOMON
AND SOLOMON PC
ATTORNEYS AT LAW

RECEIVED

JUL 11 2018

CONSUMER AFFAIRS

June 29, 2018

Kia Motors Inc.
Claims Dept.
111 Peter's Canyon
Irvine CA 92619

Re [REDACTED] Point, NY DOL 3/29/17
2016 Kia Sorrento VIN 5XYPGDA31GG [REDACTED]

Dear Sir or Madam:

I represent Utica Mutual with regard to property damage and personal injury that occurred on March 29, 2017 when the Insured's Kia Sorrento caught fire at the rear parking sensor. The damage to the vehicle was in the sum of \$21,776.00 plus bodily injury in the sum of \$523.08. Utica Mutual paid its Insured for the loss and are now seeking recovery from Kia in subrogation.

Please remit payment in full, in the sum of \$22,299.08 to avoid legal action.

Very truly yours,

[REDACTED]
Julie B. Solomon
jsolomon@solomonpc.com

Mailing Address | Columbia Circle, Box 15019, Albany, NY 12212-5019

Located At | Five Columbia Circle, Albany, NY 12203

(518) 456-7200 | Fax (518) 456-0651 | Toll free 1-800-259-6723

CLAIM NO: FLD OFF: Z2 DATE OF LOSS: 03 29 2017 HO EXAM:
CURR ADJ: 0R23 POL NO: INSURED:
SUBCLAIM: 001 LINE OF BUSINESS: 1631 PAYMENT
CHECK AMOUNT: 00 ATTACHMENTS(Y/N): N
PAYEE TYPE : VENDOR CODE: IRS NUMBER:
PAYEE NAME : HYUNDAI FINANCE
NAME : HCA EXCHANGE, INC.
PAYEE ADDR : DEPT. CH 14301
ADDR :
CITY : PALATINE ST: IL ZIP: 60055 4301
IRS MESSAGE :
CHK/DRFT NO : CHK DIGIT: AGENT ISS(Y/N): N ISS DT : 07 19 2017
PAYMENT FOR : ACCOUNT# FROM: TO:
IS THIS PAYMENT SUBJECT TO NY HOSPITAL TAX(Y/N)? : N TRAN
CAUSE TYPE CAT PAYMENT AMOUNT CNT CODE
1 09 00 1 20

TRANSACTION STATUS: TRANS IS ON THE LOSS DATA BASE

PAYMENT ISSUED BY: G102T0P56

07/25/18 10:34:38

COMMAND ==> STUB

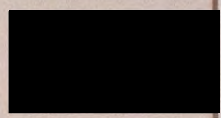
PFK HELP MAN

ENDORSE HERE



COPART
PROCEEDS 700.1126
4610 WESTAMERICA DRIVE
FAIRFIELD, CA 94534

BANK OF AMERICA
NORTHBROOK, ILLINOIS
COMMERCIAL DISBURSEMENT ACCOUNT
70-2328/719



*****SIX THOUSAND, SEVEN HUNDRED DOLLARS AND 00 CENTS*****

DOLLARS

PAY
TO THE
ORDER
OF

UTICA NATIONAL INSURANCE

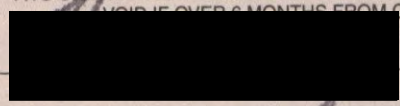
DATE

AMOUNT

7/17/18

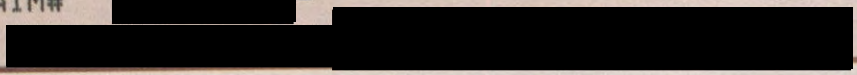
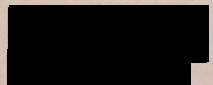
*****6,700.00

TWO SIGNATURES REQUIRED IF OVER TEN THOUSAND DOLLARS
VOID IF OVER 6 MONTHS FROM CHECK DATE



FOR:

REF LOT#
CLAIM#



MP

MP

Details on back
Security Features Included



DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE
RESERVED FOR FINANCIAL INSTITUTION USE *

ORIGINAL DOCUMENT



The security features listed below, as well as those not listed, exceed industry guidelines.

RS-810

Security Features:

Results of document alteration:

- Artificial Watermark
- MicroPrint Signature Line
- Chemical Protection
- Security Screen
- Artificial watermark not visible when held to light at a 45° angle
- Small type in signature line appears as dotted line when photocopied
- Stains or spots appear with chemical alteration
- Absence of "Original Document" verbiage on back of check

* Public design is a certification mark of the Check Payment Systems Association
* FEDERAL RESERVE BOARD OF GOVERNORS REG. CC

COPART AUTO AUCTIONS
 PO BOX 15060
 ALBANY, NY 12212 5060
 PHONE (518) 452-9313
 TAX ID# 061423251

Date 7/17/18

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

FINAL SETTLEMENT STATEMENT

* * * * * 31.6% RETURN!! * * * * *

Copart Lot# [REDACTED] 94 NY - ALBANY
 Loss Date 3/29/17
 Called In 6/19/17
 P/U Cleared
 Pickup Date 6/21/17
 Original Title 8/11/17
 Trans Title 8/17/17
 Sale Document 8/17/17
 Loss Type COLLISION
 Description 16 KIA SORENTO LX MROON
 Vehicle ID# 5XYPGDA31GG [REDACTED]
 License#/ST
 Mileage 21,600
 Pickup From DELLA KIA
 74 SOUTH PLATT STREET
 PLATTSBURGH, NY 12901
 (518) 561-6400

UT12 PIP722A
 SLADJANA KESELJ
 UTICA NATIONAL INSURANCE
 PO BOX 5310
 BINGHAMTON, NY 13902

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

ADVANCE CHARGES PAID BY COPART

TOTAL ADVANCE CHARGES00

COPART SERVICE CHARGES

TITLE PROCESSING 5.00 COMPLETE INS CO MV907A
 PIP PROGRAM CHARGE 120.00

TOTAL COPART SERVICE CHARGES 125.00

TOTAL DUE COPART 125.00
 PAYMENTS APPLIED 125.00CR
 PROCEEDS FROM SALE 6700.00CR *Bid Raised By Internet*
 PREVIOUS PAYMENTS FROM COPART 6700.00

NET DUE COPART00

PAYMENTS APPLIED DETAIL

CHECK # [REDACTED] RECEIVED 07/16/18 . . . 125.00CR

COPART PAYMENTS DETAIL

COPART CHECK# [REDACTED] 07/17/18 6,700.00

SALE INFORMATION

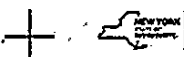
Lot# [REDACTED] Sold To 115720 LKQ BROADWAY AUTO PARTS I
 Sale Date 7/09/18 1572 RT 9
 Sale Amount 6700.00 STUYVESANT, NY 12173
 ACV 21176.00 (330) 983-5078
 Repair Est 8734.75

Return 31.6% Item# 2526 Check Date 7/17/18
 Cert# [REDACTED] Check Amount 6700.00CR USD

Proceeds Check# [REDACTED]

Payment From Buyer 7/11/18
 Reported To NICB 7/11/18

REMIT TO: COPART
 4610 WESTAMERICA DRIVE
 FAIRFIELD, CA 94534

Department of
Motor Vehicles**SALVAGE CERTIFICATE**
For a 1973 or Newer Motor Vehicle

16 KIA SORENTO LX MROON



094

32866577 B Buyer Signature

PQ

OTHER JURISDICTIONS: Do not accept this certificate as proof of ownership for a vehicle and its major component parts meet your requirements concerning the bearer's right to possess them.

THIS DOCUMENT IS VOID IF ALTERED OR ERASED (Please type or print entries with ballpoint pen.)

1. VEHICLE DESCRIPTION • ENTER VEHICLE IDENTIFICATION NUMBER EXACTLY AS IT APPEARS ON PROOF OF OWNERSHIP

VEHICLE IDENTIFICATION NUMBER (Please start at leftmost space)				YEAR	MAKE	MODEL
51XN1D1G1D1A1311G1G1				16	Kia	SOR
FUEL	CYLINDERS	MAX GROSS WEIGHT	STATE	PRIOR TITLE DOCUMENT NUMBER	BODY TYPE	COLOR
G	4	3840	NY		Subn	DK/MB

2. VEHICLE CONDITION • THIS MUST ALWAYS BE COMPLETED - CHECK ALL BOXES THAT APPLY

☐ Vehicle identification plate missing, altered or defaced	☐ Major component part or parts missing or damaged:	☐ Air Bag missing or Damaged:	☐ Driver	☐ Passenger
☐ Flood damage	☒ Rear Clip	☐ Engine	☐ Transmission	☐ Body
☐ Cowl	☐ Nose	☐ Frame	☐ Front Cut Off	☐ None
		☐ Other Specify		
		☐ Driver side impact	☐ Passenger side impact	
		☐ Driver side curtain	☐ Passenger side curtain	
		☐ Other Specify		

3. VEHICLE ACQUISITION

SALVAGE VEHICLE ACQUIRED BY:		DATE OF ACQUISITION (Month/Day/Year)	
NAME (Use Corporate Name if Applicable) Utica National Insurance		6-21-17	
ADDRESS (Number and Street) PO Box 5310 Binghamton, NY 13902		DMV BUSINESS REGISTRATION, CERTIFICATE, OR ID NUMBER	
CITY (516) 473-5120	STATE NY	ZIP CODE	INSURANCE CO. CODE
TELEPHONE NUMBER	STOCK NUMBER OR INSURANCE NUMBER		
FORMER OWNER OF VEHICLE:			
NAME Hyundai Lease Titling Trust			
ADDRESS (Number and Street) PO Box 105299		CITY Atlanta	STATE GA
PREVIOUS PROOF OF OWNERSHIP:		ZIP CODE 30348	
☒ NYS CERTIFICATE OF TITLE - DOC. NO.		☐ OUT-OF-STATE TITLE - DOC. NO.	
☐ NYS SALVAGE CERTIFICATE - CERT. NO.		☐ OUT-OF-STATE SALVAGE CERTIFICATE - CERTIFICATE NO.	
		☐ OTHER	
INSURANCE COMPANY USE ONLY			
CHECK ONE BOX ONLY: ☐ STOLEN - NOT RECOVERED ☐ RECOVERED STOLEN - INTACT ☐ RECOVERED STOLEN - STRIPPED ☒ TOTAL LOSS			
INCLUDE EITHER AN APPRAISAL OR TWO PHOTOS OF VEHICLE FROM DIFFERENT ANGLES WITH DMV COPY (COPY 2) UNLESS VEHICLE IS STOLEN - NOT RECOVERED			

4. LIEN INFORMATION - List all liens for which a lien satisfaction has not been received. If liens are subsequently satisfied, send form MV-901, Notice of Recorded Lien, to person to whom the vehicle was transferred.

NAME OF LIENHOLDER	NAME OF LIENHOLDER
ADDRESS (Number and Street)	ADDRESS (Number and Street)
CITY STATE ZIP CODE	CITY STATE ZIP CODE

5. VEHICLE DISPOSITION/ODOMETER DISCLOSURE REQUIREMENTS - Federal and state law requires that you state the mileage upon transfer of ownership. Failure to do so, or not telling the truth about mileage, may result in fines and/or imprisonment. This form will be returned to you if this section is not completed.

CHECK ONE BOX: ☒ TRANSFERRED TO (COMPLETE ALL INFORMATION BELOW & SIGN WHERE INDICATED)	
☐ TRANSFERRED TO BE DISMANTLED FOR PARTS (SEE INSTRUCTIONS ON THE BACK)	
☐ TRANSFERRED TO BE SCRAPPED OR DESTROYED (SEE INSTRUCTIONS ON THE BACK)	
NAME OF PURCHASER (Use Corp. Address if Applicable) LKO Broadway Auto Parts	PURCHASER'S DMV BUSINESS REG., CERT., OR ID NO. IF APPLICABLE DATE OF TRANSFER 179118
ADDRESS OF PURCHASER (Street, City, State, Zip Code) Stuyvesant, NY 12173	
ODOMETER DISCLOSURE STATEMENT: I, the seller, certify that to the best of my knowledge, this vehicle's odometer reads as follows and (check the box which applies):	MILES (No Tenths) 12161010
☒ Reflects the Actual Mileage ☐ Exceeds Mechanical Limits ☐ Does Not Show the Actual Mileage - Warning: Odometer Discrepancy	
PRINT NAME OF SELLER	
SIGNATURE OF SELLER (Not to be completed)	
MUNICIPALITIES ONLY: If required by Section 1226(b) of the Vehicle and Traffic Law, I certify that I have notified the	
\$ (Value of Vehicle)	(Signature of Authorized Individual)

6. CERTIFICATION • THIS MUST ALWAYS BE COMPLETED

As of	certify that all the information is accurate to the best of my belief. (False statements are punishable under
8-16-17	
(Print name of officer or authorized individual)	(Title of officer or individual)

7. INITIAL VEHICLE ACQUISITION - Complete Form MV-907A, Salvage Certificate. Mail the DMV copy with proof of ownership to Department of Motor Vehicles, Auto Theft and Salvage Unit, P.O. Box 2105-ESP, Albany, New York 12220-0105. The DMV copy must be mailed within 15 days of vehicle acquisition even if vehicle disposition (Section 5) is unknown. Do not hold the DMV copy until you dispose of the vehicle. When selling the vehicle, the transfer document is given to the purchaser.

NOTE TO PURCHASER:

- To transfer ownership of this salvage vehicle, complete a new Form MV-907A, Salvage Certificate. Attach the transfer copy (copy 1) to the previous transfer copy(ies) you received and give all copies to the new purchaser. Be sure there are no missing transfer copies and that continuity of ownership is maintained. Keep the file copy and DMV copy for your records.
- To title the salvage vehicle, apply for a NYS DMV salvage examination (we cannot accept an out-of-state salvage examination) to: Department of Motor Vehicles, DFI, Auto Theft and Salvage, 6 Empire State Plaza, Albany, New York 12228. You will be contacted regarding the time and place of examination. You must send the following completed original documents (not copies) and fees.
 - All original MV-907A Salvage Certificate Transfer Documents, proving ownership of the vehicle;
 - Form MV-60, Certificate of Sale, if applicable;
 - Form MV-899, Application for Salvage Vehicle Examination;
 - Form MV-82TON, Application for Title;
 - A check for \$200 (\$150 examination fee plus \$50 title fee) payable to the Commissioner of Motor Vehicles (we cannot accept starter checks or third-party checks);
 - Proof of payment of sales tax (FS-6T).



SALVAGE CERTIFICATE

For a 1973 or Newer Motor Vehicle

16 KIA SORENTO LX MROON



32866577 S 10103678

094



OTHER JURISDICTIONS: Do not accept this certificate as proof of ownership for registration or titling purposes unless the vehicle and its major component parts meet your requirements concerning the bearer's right to possess them.

THIS DOCUMENT IS VOID IF ALTERED OR ERASED (Please type or print entries with ballpoint pen.)

1. VEHICLE DESCRIPTION • ENTER VEHICLE IDENTIFICATION NUMBER EXACTLY AS IT APPEARS ON PROOF OF OWNERSHIP

VEHICLE IDENTIFICATION NUMBER (Please start at leftmost space)				YEAR	MAKE	MODEL
51XV1P1G1D1A1311G1G1				16	Kia	SOR
FUEL	CYLINDERS	MAX GROSS WEIGHT	STATE	PRIOR TITLE DOCUMENT NUMBER	BODY TYPE	COLOR
G	4	3840	NY		Subn	DK/M

2. VEHICLE CONDITION • THIS MUST ALWAYS BE COMPLETED - CHECK ALL BOXES THAT APPLY

☐ Vehicle identification plate missing, altered or defaced	☐ Major component part or parts missing or damaged:	☐ Air Bag missing or Damaged:	☐ Driver	☐ Passeng
☐ Flood damage	☐ Engine	☐ Driver side impact	☐ Driver side impact	☐ Passenger side impact
☐ Rear Clip	☐ Transmission	☐ Driver side curtain	☐ Driver side curtain	☐ Passenger side curtain
☐ Cowl	☐ Frame	☐ Other Specify	☐ Other Specify	
☐ Nose	☐ Front Cut Off			
☐ None				

3. VEHICLE ACQUISITION

SALVAGE VEHICLE ACQUIRED BY:		DATE OF ACQUISITION (Month/Day/Year)
NAME (Use Corporate Name if Applicable) Utica National Insurance		6-21-17
ADDRESS (Number and Street) PO Box 5310 Binghamton, NY 13902		DMV BUSINESS REGISTRATION, CERTIFICATE, OR ID NUMB
CITY (516) 479-5130	STATE ZIP CODE	INSURANCE CO. CODE
TELEPHONE NUMBER () EXT.	STOCK NUMBER OR INSURANCE NUMBER	

FORMER OWNER OF VEHICLE:

NAME Hyundai Lease Titling Trust	CITY Atlanta	STATE GA	ZIP CODE 30348
ADDRESS (Number (including Apt. No.) and Street) PO Box 105299			

PREVIOUS PROOF OF OWNERSHIP:

☒ NYS CERTIFICATE OF TITLE - DOC. NO.	☐ OUT-OF-STATE TITLE - DOC. NO.
☐ NYS SALVAGE CERTIFICATE - CERT. NO.	☐ OUT-OF-STATE SALVAGE CERTIFICATE - CERTIFICATE NO.
☐ OTHER	

INSURANCE COMPANY USE ONLY

CHECK ONE BOX ONLY: ☐ STOLEN - NOT RECOVERED ☐ RECOVERED STOLEN - INTACT ☐ RECOVERED STOLEN - STRIPPED ☒ TOTAL LOSS
INCLUDE EITHER AN APPRAISAL OR TWO PHOTOS OF VEHICLE FROM DIFFERENT ANGLES WITH DMV COPY (COPY 2) UNLESS VEHICLE IS STOLEN - NOT RECOVERED

4. LIEN INFORMATION - List all liens for which a lien satisfaction has not been received. If liens are subsequently satisfied, send form MV-901, Notice of Recorded Lien, to person to whom the vehicle was transferred.

NAME OF LIENHOLDER	NAME OF LIENHOLDER
ADDRESS (Number and Street)	ADDRESS (Number and Street)
CITY STATE ZIP CODE	CITY STATE ZIP CODE

5. VEHICLE DISPOSITION/ODOMETER DISCLOSURE REQUIREMENTS - Federal and state law requires that you state the mileage upon transfer of ownership. Failure to do so, or not telling the truth about mileage, may result in fines and/or imprisonment. This form will be returned to you if this section is not completed.

CHECK ONE BOX:	☒ TRANSFERRED TO (COMPLETE ALL INFORMATION BELOW & SIGN WHERE INDICATED)
	☐ TRANSFERRED TO BE DISMANTLED FOR PARTS (SEE INSTRUCTIONS ON THE BACK)
	☐ TRANSFERRED TO BE SCRAPPED OR DESTROYED (SEE INSTRUCTIONS ON THE BACK)

NAME OF PURCHASER (Use Corp. Address if Applicable)	PURCHASER'S DMV BUSINESS REG., CERT., OR ID NO. IF APPLICABLE	DATE OF TRANSFER
ADDRESS OF PURCHASER (Street, City, State, Zip Code)		

ODOMETER DISCLOSURE STATEMENT:

I, the seller, certify that to the best of my knowledge, this vehicle's odometer reads as follows and (check the box which applies):

☒ Reflects the Actual Mileage ☐ Exceeds Mechanical Limits ☐ Does Not Show the Actual Mileage - Warning: Odometer Discrepancy

PRINT NAME OF PURCHASER

PRINT NAME OF SELLER

SIGNATURE OF PURCHASER

SIGNATURE OF SELLER (Not to be signed until transfer of vehicle information completed)

MUNICIPALITIES ONLY: If required by Section 1224(3b) of the Vehicle and Traffic Law, I certify that I have notified the prior owner and lienholder(s) listed above.

What to do at the time of an accident

- Do not admit fault
- Do not reveal the limits of your liability coverage to anyone
- Exchange contact information; get year, make, model, plate number, insurance carrier and policy number of all involved. Also identify witnesses and collect contact information
- Contact the police or call 911 if applicable
- Contact GEICO by calling 1-800-841-3000 to report the accident



**Pennsylvania Financial Responsibility
Identification Card 1-800-841-3000**

GEICO CASUALTY COMPANY
One GEICO Boulevard • Fredericksburg, VA 22412-0003
NAIC Code: 41491

Policy Number

[REDACTED]

Effective Date

04-15-19

Not Valid More Than One
Year From Effective Date

Expiration Date

10-15-19

Year

2018

Make

KIA

Model

SORENTO

Vehicle ID No.

5XYPGDA30JG [REDACTED]

Insured:

[REDACTED]

MCCLELLANDTWN PA [REDACTED]

Authorized Representative

[REDACTED]

SEE IMPORTANT NOTICE ON REVERSE SIDE

[REDACTED]

MCCLELLANDTWN PA [REDACTED]

IMPORTANT NOTICE Regarding Your Financial Responsibility Insurance Identification Card.

We are required by Pennsylvania law to send you an identification (ID) card. The card shows that an insurance policy has been issued for the vehicle(s) described satisfying the financial responsibility requirements of the law.

If you lose the card, contact your insurance company or agent for a replacement.

The ID card information may be used for vehicle registration and replacing license plates. If your liability insurance is not in effect, the card is no longer valid.

You are required to maintain financial responsibility on your vehicle. It is against Pennsylvania law to use the ID card fraudulently such as using the card as proof of financial responsibility after the insurance policy is terminated.

Please notify us promptly of any change in your address to be sure you receive all important policy documents.

Prompt notification will enable us to service you better. If you would like additional ID cards you can go online to geico.com or call us at 1-800-841-3000.



**Pennsylvania Financial Responsibility
Identification Card 1-800-841-3000**

GEICO CASUALTY COMPANY
One GEICO Boulevard • Fredericksburg, VA 22412-0003
NAIC Code: 41491

Policy Number

[REDACTED]

Effective Date

04-15-19

Not Valid More Than One
Year From Effective Date

Expiration Date

10-15-19

Year

2018

Make

KIA

Model

SORENTO

Vehicle ID No.

5XYPGDA30JG [REDACTED]

Insured:

[REDACTED]

MCCLELLANDTWN PA [REDACTED]

Authorized Representative

[REDACTED]

SEE IMPORTANT NOTICE ON REVERSE SIDE

THIS CARD MUST BE CARRIED FOR PRODUCTION UPON DEMAND. IT IS SUGGESTED THAT YOU CARRY THIS CARD IN THE INSURED VEHICLE.

WARNING: Any owner or registrant of a motor vehicle who drives or permits a motor vehicle to be driven in this State without the required financial responsibility may have his registration suspended or revoked.

NOTE: THIS CARD IS REQUIRED WHEN:

- (a) You are involved in a motor vehicle accident.
- (b) You are convicted of a traffic offense other than a parking offense that requires a court appearance.
- (c) You are stopped for violating any provision of the Vehicle Code (75 Pa.C.S. Section 101-9910) and requested to produce it by a police officer.

You must provide a copy of this card to the Department of Transportation when you request restoration of your operating privilege and/or registration privilege which has been previously suspended or revoked.

Need a tow or roadside assistance?
Call **1-800-424-3426** to reach GEICO's **Emergency Road Service (ERS).**

U-4-PA (12-09)

THIS CARD MUST BE CARRIED FOR PRODUCTION UPON DEMAND. IT IS SUGGESTED THAT YOU CARRY THIS CARD IN THE INSURED VEHICLE.

WARNING: Any owner or registrant of a motor vehicle who drives or permits a motor vehicle to be driven in this State without the required financial responsibility may have his registration suspended or revoked.

NOTE: THIS CARD IS REQUIRED WHEN:

- (a) You are involved in a motor vehicle accident.
- (b) You are convicted of a traffic offense other than a parking offense that requires a court appearance.
- (c) You are stopped for violating any provision of the Vehicle Code (75 Pa.C.S. Section 101-9910) and requested to produce it by a police officer.

You must provide a copy of this card to the Department of Transportation when you request restoration of your operating privilege and/or registration privilege which has been previously suspended or revoked.

Need a tow or roadside assistance?
Call **1-800-424-3426** to reach GEICO's **Emergency Road Service (ERS).**

U-4-PA (12-09)













AT 1
Melissa

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 3:00 p.m. - Saturday

R/O Open Date	R/O Number
11/11/15	
R/O Close Date	Status
11/18/15	Reprint
Mileage In	Mileage Out
14803	14803
Service Advisor / Tag #	
Melvin Lewis/	
Vehicle Identification Number	
5XYPG4A3XGG	
Delivery Date	In-Service Date
6/30/15	6/30/15
Color	License Number
TITANIUM G	

GOTHENBURG, NE			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2016	KIA	SORENTO	FWD 4DR 2.4L LX	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 99P: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION Work performed by SCOTT SCHULLER(333) Freight: e-order frt PERFORMED MPI	Internal Internal
#2 - MR Customer Reports: C/S RT REAR DOOR WILL NOT UNLOCK Work performed by SCOTT SCHULLER(333) Sub Total: Labor: .00 Parts: .00 Total: .00 SEE RECALL FOR DOOR LATCHES. IS RELATED	
#3 - MR Customer Reports: C/S DOORS WILL LOCK AND UNLOCK ON THERE OWN Work performed by SCOTT SCHULLER(333) Sub Total: Labor: .00 Parts: .00 Total: .00 SEE RECALL FOR DOOR LATCHES, IS RELATED	
#4 - MR Customer Reports: C/S WONT GO OVER 3000RPM CK ENGINE LIGHT IS ON ON ACCEL VEHICLE SLOWS DOWN Corrected by : Work performed by SCOTT SCHULLER(333) Corrected by 28325R1A: (I3T) (ZZ) Work performed by SCOTT SCHULLER(333) Corrected by 28325RQ0: Work performed by SCOTT SCHULLER(333) Corrected by 28325RZZ: Installed 28323 2GGA1 :MOTOR ASSY-VCM Qty: 1 OWNER STATES CEL IS ON, ON ACCEL, VEHICLE ACTUALLY DECELS, LACKS POWER, VERIFIED ABOVE ON ROAD TEST, RETRIEVED CODE P200A00 FOR VCMA FAULT, PERFORMED A	Warranty Warranty Warranty Warranty

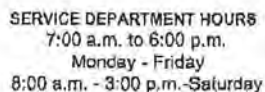
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



GOTHENBURG, NE			Work Phone	Vehicle Identification Number	
				5XYPG4A3XGC	
			Home Phone	Delivery Date	In-Service Date
				6/30/15	6/30/15
Year	Make	Model	Body	Color	License Number
2016	KIA	SORENTO	FWD 4DR 2.4L LX	TITANIUM G	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
CTUATION TEST, FOUND VCMA VERY NOISEY, RATCHETS LI KE IS BROKEN INTERNALLY, SENT INTO TECHLINE REF F ILE [REDACTED] ADVISED TO REPLACE VCMA, VERIFY RUNN ED IS OK, REMOVED AND REPLACED VCMA, CLEARED CODES , RESET KAM, ROAD TESTED, VEHICLE OPERATING AS DES IGNED, ACCEL IS RESTORED, HAS GOOD POWER NOW		
#5 - MR Customer Reports: C/S WHEN RT FRT SEAT HEATER IS ON THERE IS A BURNI NG SMELL Work performed by SCOTT SCHULLER(333) Sub Total: Labor: .00 Parts: .00 Total: .00 OWNER STATES WHEN RF SEAT HEATER IS ON, THERE IS A BURNING TYPE SMELL, HAD 3 DIFFERENT PEOPLE SMELL SEATS AND VEHICLE, NO ABNORMAL SMELL COULD BE FOUN D, VEHICLE OPERATING AS DESIGNED		
#6 - MR Customer Reports: C/S VEHICLE IS SHIFTING HARD Work performed by SCOTT SCHULLER(333) Sub Total: Labor: .00 Parts: .00 Total: .00 SEE STORY LINE 4, IS RELATED		
#7 * MR RECALL: PERFORM RECALL ADDED OPERATION PERFORM SERVICE ACTION SA195, DOOR LATCH REPLACEME NT Corrected by : ADDED OPERATION Work performed by SCOTT SCHULLER(333) Corrected by 150A24R0: (N99) (C9		Warranty
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."		LABOR
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products. Any limitation contained herein does not apply where prohibited by law.		PARTS
		DEDUCTIBLE
		SUBLET
		SHOP SUPPLIES
		HAZARDOUS MATERIALS
		SALES TAX OR TAX I.D.
		SPECIAL ORDER DEPOSIT
		DISCOUNTS
		TOTAL DUE
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.		
X		

DEC/02/2015/WED 02:33 PM

FAX No.

P. 003



SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. - 3:00 p.m. - Saturday

R/O Open Date	R/O Number
11/11/15	
R/O Close Date	Status
11/18/15	Reprint
Mileage In	Mileage Out
14803	14803
Service Advisor / Tag #	
Melvin Lewis/	
Vehicle Identification Number	
5XYPG4A3XGG	
Delivery Date	In-Service Date
6/30/15	6/30/15
Color	License Number
TITANIUM G	

GOTHENBURG, NE		Work Phone		
		Home Phone		
Year	Make	Model	Body	
2016	KIA	SORENTO	FWD 4DR 2.4L LX	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
ADDED OPERATION Installed 81400 C5000QQK :DOOR LATCH SERVICE K Qty: 1 PERFORMED SERVICE ACTION SA195, REPLACED ALL DOOR ATCH ASSEMBLIES	Warranty
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	LABOR .00 PARTS .00 DEDUCTIBLE .00 SUBLET .00 SHOP SUPPLIES .00 HAZARDOUS MATERIALS .00 SALES TAX OR TAX I.D. .00 SPECIAL ORDER DEPOSIT .00 DISCOUNTS .00 TOTAL DUE .00
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	

X

©2015 ARSOM, Inc. - Replicable Application Only (1000)45-1111



SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 3:00 p.m. - Saturday

R/O Open Date	R/O Number
9/14/15	
R/O Close Date	Status
9/14/15	Reprint
Mileage In	Mileage Out
7765	7765
Service Advisor / Tag #	
Melvin Lewis	
Vehicle Identification Number	
5XYPG4A3XGG	
Delivery Date	In-Service Date
6/30/15	6/30/15
Color	License Number
TITANIUM G	

GOTHENBURG, NE				Work Phone	
				Home Phone	
Year	Make	Model	Body		
2016	KIA	SORENTO	FWD 4DR 2.4L LX		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 99P: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION KIA MULTI-POINT VEHICLE INSPECTION Work performed by SCOTT SCHULLER(333) Sub Total: Labor: 2.00 Parts: .00 Total: 2.00 PERFORMED MPI, G BATT G BK G TIRE	2.00
#3 - MR F: FILTER DISPOSAL OIL FILTER DISPOSAL Work performed by SCOTT SCHULLER(333) Sub Total: Labor: 2.00 Parts: .00 Total: 2.00 FILTER DISPOSED	2.00
#4 - MR DIAG: DIAGNOSIS C/S DRIVERS DOOR WILL NOT UNLOCK FROM OUTSIDE Work performed by SCOTT SCHULLER(333) OWNER STATES DRIVERS FRONT DOOR LOCK INOP, CAN ONLY GET IN BY HOLDING KEY IN UNLOCK POSITION, VERIFIED, DOOR ALWAYS STAYS LOCKED, REMOVED DOOR CARD AND INSPECTED, FOUND DOOR LATCH ASSY STUCK, NEEDS LATCH ASSY, REMOVED AND REPLACED LATCH ASSY, REINSTALLED ALL, VERIFIED PROPER OPERATION, VEHICLE LOCKS AND UNLOCKS AS DESIGNED	Internal
#6 - MR WRKS: THE WORKS-OIL CHANGE, TIRE ROTATION AND Work performed by SCOTT SCHULLER(333) Installed 26300 35503 :FILTER ASSY-ENGINE 1@6.60 6.60 Installed 21513 23001 :GASKET-OIL PLUG 1@1.10 1.10 Installed XO 5W20 BSP :MOTORCRAFT SAE 5W-20 API GF 5@2.99 14.95 Sub Total: Labor: 17.00 Parts: 22.65 Total: 39.65	17.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. - 3:00 p.m. - Saturday

R/O Open Date	R/O Number
9/14/15	
R/O Close Date	Status
9/14/15	Reprint
Mileage In	Mileage Out
7765	7765
Service Advisor / Tag #	
Melvin Lewis/	
Vehicle Identification Number	
5XYPG4A3XGG	
Delivery Date	In-Service Date
6/30/15	6/30/15
Color	License Number
TITANIUM G	

GOTHENBURG, NE				Work Phone	Vehicle Identification Number
				Home Phone	5XYPG4A3XGG
Year	Make	Model	Body	Delivery Date	In-Service Date
2016	KIA	SORENTO	FWD 4DR 2.4L LX	6/30/15	6/30/15
				Color	License Number
				TITANIUM G	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
PERFORMED THE WORKS PACKAGE, PERFORMED LOF USING MOTORCRAFT OIL AND OEM FILTER, TOPPED FLUIDS, ROTATED TIRES, INSPECTED BRAKES, SET PRESSURES AND PERFORMED MPI	
#7 * MR Customer Reports: RECALL SA195 DOOR LATCH ADDED OPERATION Work performed by SCOTT SCHULLER(333) Installed 81310 C5010 :LATCH ASSY-FRONT DOO	Internal Internal
#8 * MR RENTAL: SERVICE RENTAL CAR ADDED OPERATION Work performed by HOUSE TECH(999)	Internal
Please Note: CREATED 2015-09-11 04:34:00PM TAKEN BY KERRI MILLER	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

LABOR	21.00
PARTS	22.65
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	2.38
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	1.76
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	47.79
2) AFGI VISA/MC	47.79

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. - 3:00 p.m. - Saturday

R/O Open Date	R/O Number
8/17/15	
R/O Close Date	Status
8/18/15	Reprint
Mileage In	Mileage Out
4353	4353
Service Advisor / Tag #	
TY GREEN	
Vehicle Identification Number	
5XYPG4A3XGG	
Delivery Date	In-Service Date
6/30/15	6/30/15
Color	License Number
TITANIUM G	

GOTHENBURG, NE				Work Phone	
				Home Phone	
Year	Make	Model	Body		
2016	KIA	SORENTO	FWD 4DR 2.4L LX		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR Customer Reports: CUSTOMER STATES DOOR WILL NOT OPEN FROM THE OUTSIDE... PLEASE DIAGNOSE AND REPAIR Work performed by SCOTT SCHULLER (333) Ordered 81310 C5010 : LATCH ASSY-FRONT DOO	Internal Internal
#2 - MR 99P: PERFORM COMPLIMENTARY MULTI-POINT INSPECTION Work performed by SCOTT SCHULLER (333)	Internal
#3 - MR VAC: VACUUM CUSTOMER VEHICLE Work performed by SCOTT SCHULLER (333)	Internal
#4 - MR WASH: COMPLIMENTARY CAR WASH	
#5 * MR FORDLOAN: FORD LOANER VEHICLE ADDED OPERATION Work performed by SCOTT SCHULLER (333)	Internal
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	
LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SURLEY	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	
X	



4600 S. University Ave.
Little Rock, AR 72204
501-492-5800
www.SteveLandersKia.com

SERVICE INVOICE

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR STANLEY BLAIR	2933	TAG NO. [REDACTED]	INVOICE DATE 04/20/16	INVOICE NO. [REDACTED]
[REDACTED] ALEXANDER, AR	LABOR RATE	LICENSE NO.	MILEAGE 21,751	COLOR /	STOCK NO. [REDACTED]
	YEAR / MAKE / MODEL 16/KIA/SORENTO/SORENTO EX AWD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5 X Y P H D A 1 9 G G			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 03/30/16
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]		COMMENTS [REDACTED]		
			MO: [REDACTED]		

LABOR & PARTS-----
J# 1 25K1ZZDES START CHG SYST CHK TECH(S):3107 5685 WARRANTY
C/S: CUSTOMER STATES TAILLIGHT OUT NOT BULB PLEASE CHECK & AD
VISE.
TRAILER HITCH HARNESS HAS INTERNAL FAULT IN MODULE.
REPLACED WIRING HARNESS TO HITCH ALSO REAR LOWER BUMPER
WHERE HARNESS HAD MELTED IT

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 1	1	C6061-ADUS9	TOW HITCH HARNE		
JOB # 1	1	86610-C6000	COVER-RR BUMPER		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 00K1ZZKES1 KIA MULTI-POINT INSP TECH(S):5685 0.00
PERFORM KIA MOTORS MULTI-POINT INSPECTION.
PREVENTIVE MAINTENANCE.
INSPECTION COMPLETED.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

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

COMMENTS-----
WAIT CCC Appointment created 2016-03-30 08:39:00am taken by Matthew
Raviv

TOTALS-----

*****	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 FOR SELECTING STEVE LANDERS KIA FOR YOUR SERVICE
NEEDS. YOU MAY BE RECEIVING A SURVEY FROM THE MANUFACTURER
IN THE NEAR FUTURE. WE WOULD APPRECIATE YOU TAKING A FEW
MOMENTS TO COMPLETE AND RETURN THIS SURVEY. THE INFORMATION
IS VERY VALUABLE IN HELPING US TO IMPROVE THE SERVICE WE
PROVIDE TO YOU.

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES
AS IS - THE ONLY WARRANTIES
APPLYING TO THIS PART(S) ARE
THOSE WHICH MAY BE OFFERED BY
THE MANUFACTURER. THE SELLING
DEALER HEREBY EXPRESSLY DISCLAIMS
ALL WARRANTIES, EITHER EXPRESS
OR IMPLIED, INCLUDING ANY
IMPLIED WARRANTIES OF
MERCHANTABILITY OR FITNESS FOR
A PARTICULAR PURPOSE, AND
NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON
TO ASSUME FOR IT ANY LIABILITY IN
CONNECTION WITH THE SALE OF
THIS PART(S) AND/OR SERVICE.
BUYER SHALL NOT BE ENTITLED TO
RECOVER FROM THE SELLING
DEALER ANY CONSEQUENTIAL
DAMAGES, DAMAGES TO PROPERTY,
DAMAGES FOR LOSS OF USE, LOSS
OF TIME, LOSS OF PROFIT, OR
INCOME, OR ANY OTHER
INCIDENTAL DAMAGES.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO
CARS OR ARTICLES LEFT IN CARS IN CASE OF
FIRE, THEFT OR ANY OTHER CAUSE BEYOND
OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably
involves the use of chemicals and generation
of wastes (solvents, oils caustics, lead,
asbestos, etc.) that must be stored, managed
and disposed of in strict compliance with
federal, state and local environmental
regulations. We support these regulations and
also believe our customers do too because
they help ensure a safer, healthier
environment for everyone. Complying with
these regulations increase the cost of service.
Ordinarily, increase costs simply result in an
increased hourly labor charge. This dealership
has decided in lieu of raising its labor rate, to
list a compliance charge on appropriate
service bills because we believe our
customers would be interested to know they
are helping to pay for a cleaner environment.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND
LABOR LISTED

X _____
CUSTOMER SIGNATURE

THANK YOU!

APR 20, 2016 R/O CLOSE OUT Store 05 SERVC01 A01/5079 3651

X. R/O NO. [REDACTED] TYPE SERVICE D# 1 PR 3 ST K | 11. ADVISOR 2933 |

+ 12. DATE IN 03/30/2016 |

1. CUSTOMER [REDACTED] | 13. TIME IN 11:17am |

[REDACTED] | 14. DATE PR 03/30/2016 |

ALEXANDER AR [REDACTED] | 15. TIME PR 12:36pm |

PHONE(B) [REDACTED] PHONE(H) [REDACTED] | 16. TAG NO. [REDACTED] |

+ 17. MI I/O 21751/21751 |

2. SERIAL# 5XYPHDA19GG [REDACTED] PROD DT [REDACTED] | 18. PO NO. [REDACTED] |

LICENSE# [REDACTED] STK# [REDACTED] DEL 04/08/2015 | 19. COMMENTS Y WE OWE |

DESC. K1 SORENTO 16 | 20. RECOMMEN [REDACTED] |

+ 21. JRNL PFX PICKUP |

3. JOBS (J#) 1 2 | 22. [REDACTED] |

STATUS F F +-----+

4. LABOR 0.00 119.99 0.00 |

5. PARTS 0.00 405.23 0.00 |

6. SUBLET 0.00 0.00 0.00 |

7. G.O.G. 0.00 0.00 0.00 |

8. MISC 0.00 0.00 0.00 |

9. TAX 0.00 0.00 0.00 |

10. EST \$ [0.00] TOTALS [C] 0.00 [W] 525.22 [I] 0.00 |

+-----+
'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	KIC6061-ADUS9	TOW HITCH HARN N	*****	1	116.20	116.20	W	
1	KI86610-C6000	COVER-RR BUMPE N	*****	1	289.03	289.03	W	

BILL TYPE	COST	PRICE
CUSTOMER	*****	0.00
WARRANTY	*****	405.23
INTERNAL	*****	0.00
TOTALS	*****	405.23

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





4600 S. University Ave.
Little Rock, AR 72204
501-492-5800
www.SteveLandersKia.com

SERVICE INVOICE

CUSTOMER NO. [REDACTED]	ADVISOR DANIEL LONGORIA	4674	TAG NO. [REDACTED]	INVOICE DATE 04/27/15	INVOICE NO. [REDACTED]
STEVE LANDERS KIA 10825 COLONEL GLENN ROAD LITTLE ROCK, AR 72204 SERVICEQUOTESARK@LANDERSCORP.COM	LABOR RATE	LICENSE NO.	MILEAGE 495	COLOR /	STOCK NO. [REDACTED]
	YEAR / MAKE / MODEL 16/KIA/SORENTO/SORENTO EX AWD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5 X Y P H D A 1 9 G G			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 04/15/15
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
					MO: [REDACTED]

LABOR & PARTS
J# 1 40K1ZZM4 ACCESSORIES HOURS: 1.50 TECH(S):190 150.00
NEED TRAILOR HITCH AND WIRING HARNESS INSTALLED
INSTALLED A NEW TRAILER HITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	C6061-ADU00	TOW HITCH (5.00	342.00	
JOB # 1	1	C6061-ADUS9	TOW HITCH HARNE	128.00	
JOB # 1 TOTAL PARTS				470.00	
JOB # 1 TOTAL LABOR & PARTS				620.00	

COMMENTS
WAITER/ FROM SALES

TOTALS

CONTROL# ACCOUNT NUMBER AMOUNT..

TOTAL LABOR....	150.00
TOTAL PARTS....	470.00
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 \$ 620.00

DISCLAIMER OF WARRANTIES
AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X _____
CUSTOMER SIGNATURE

THANK YOU!

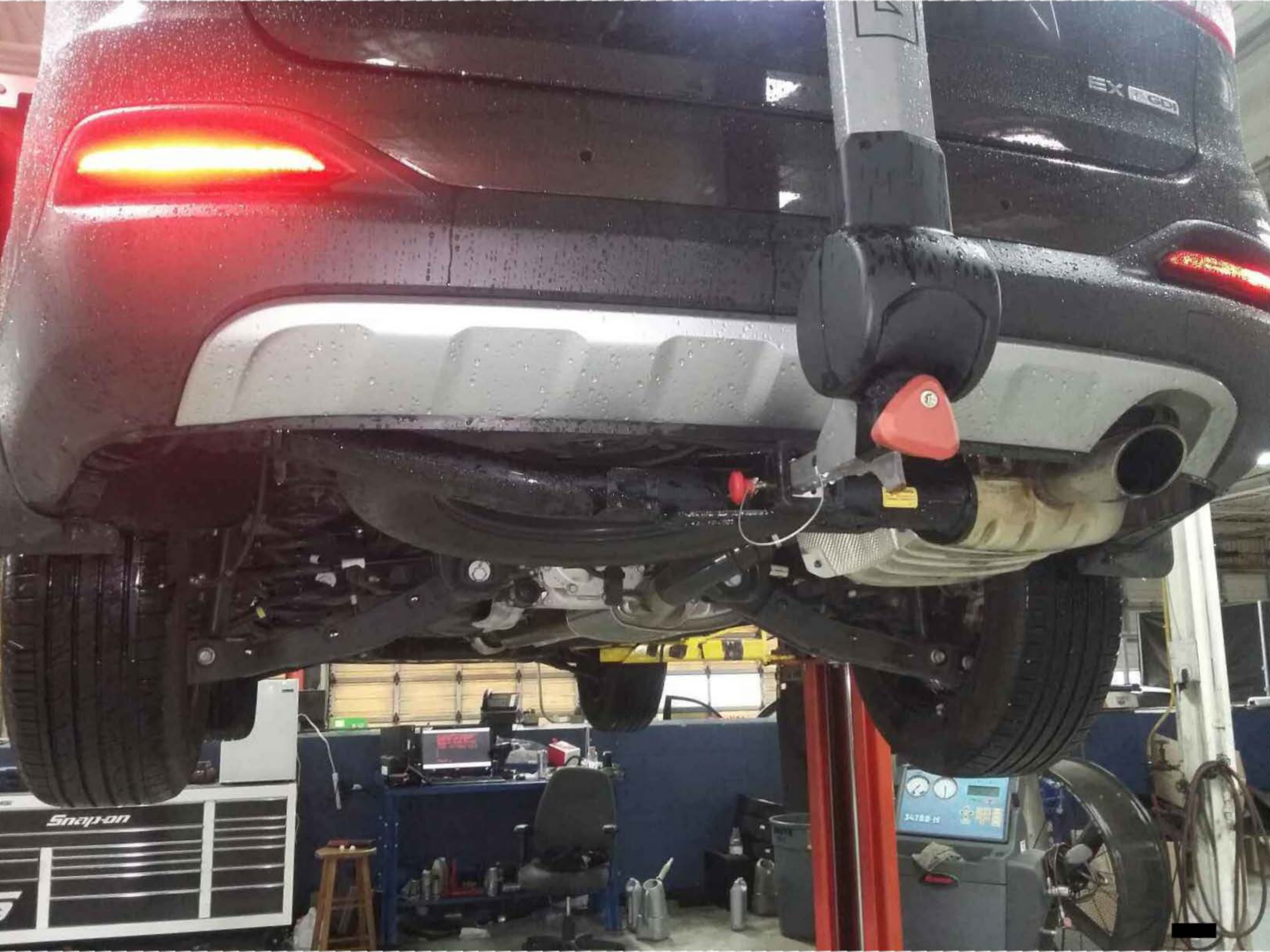






▲ WARNING

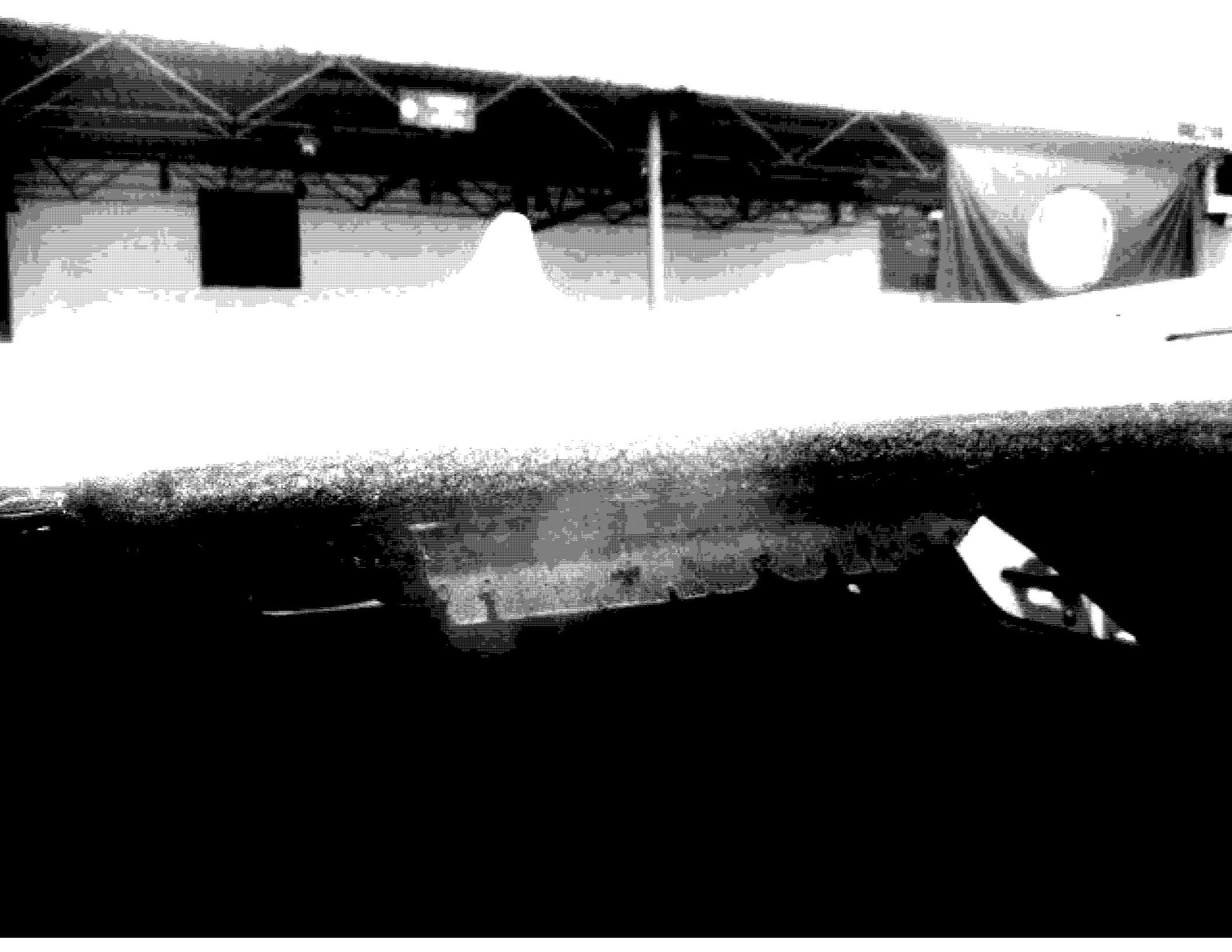
SEE VEHICLE OWNER'S MANUAL FOR
TOWING CAPACITY



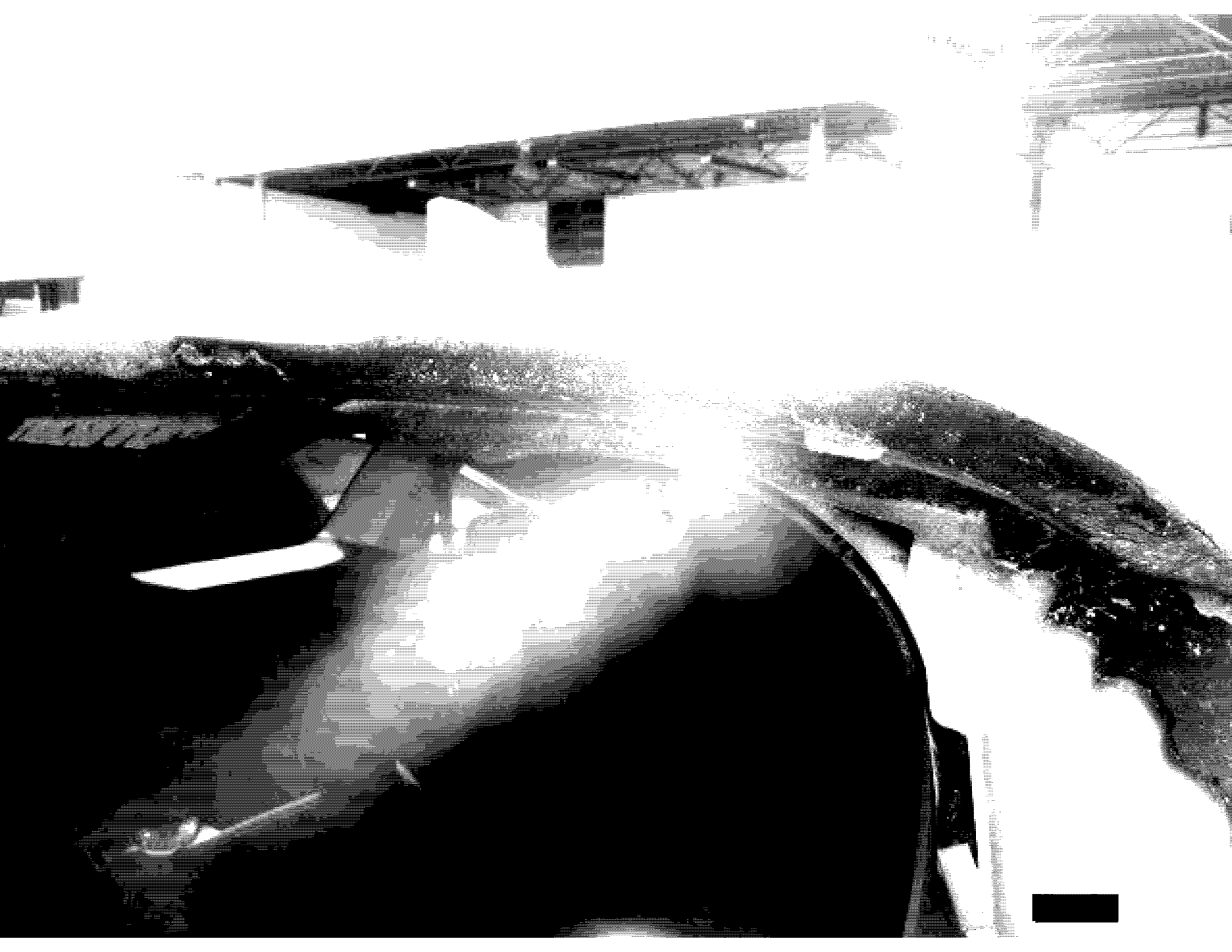




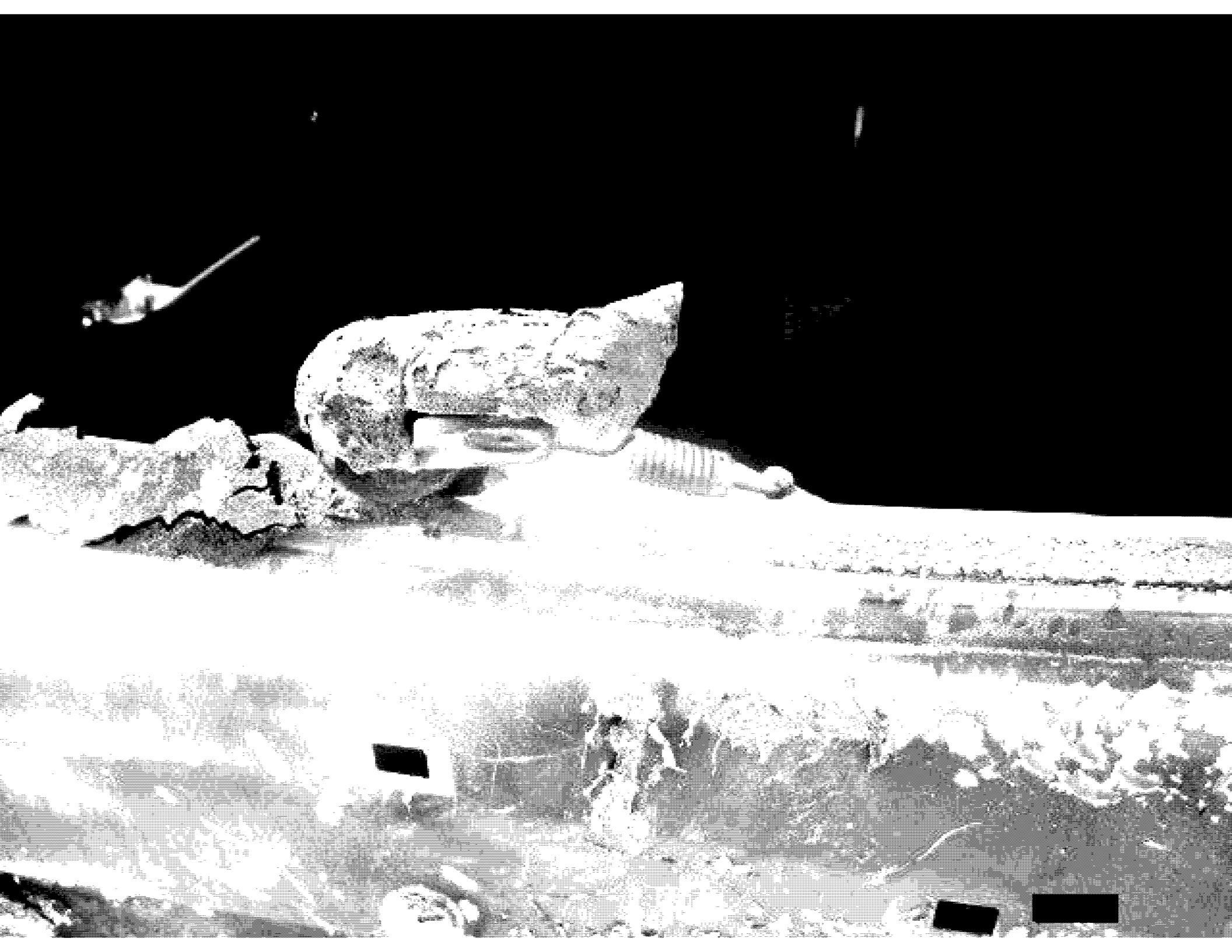










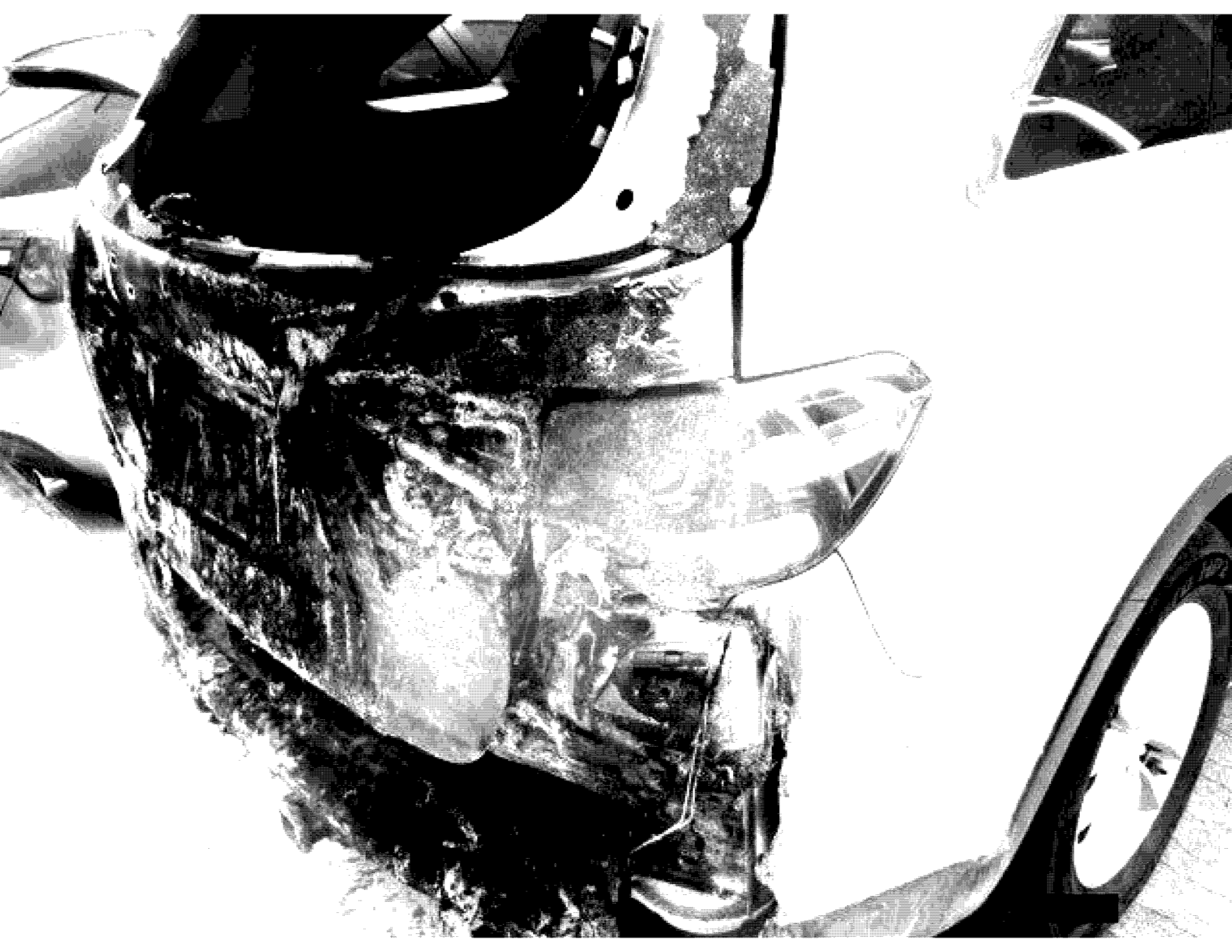


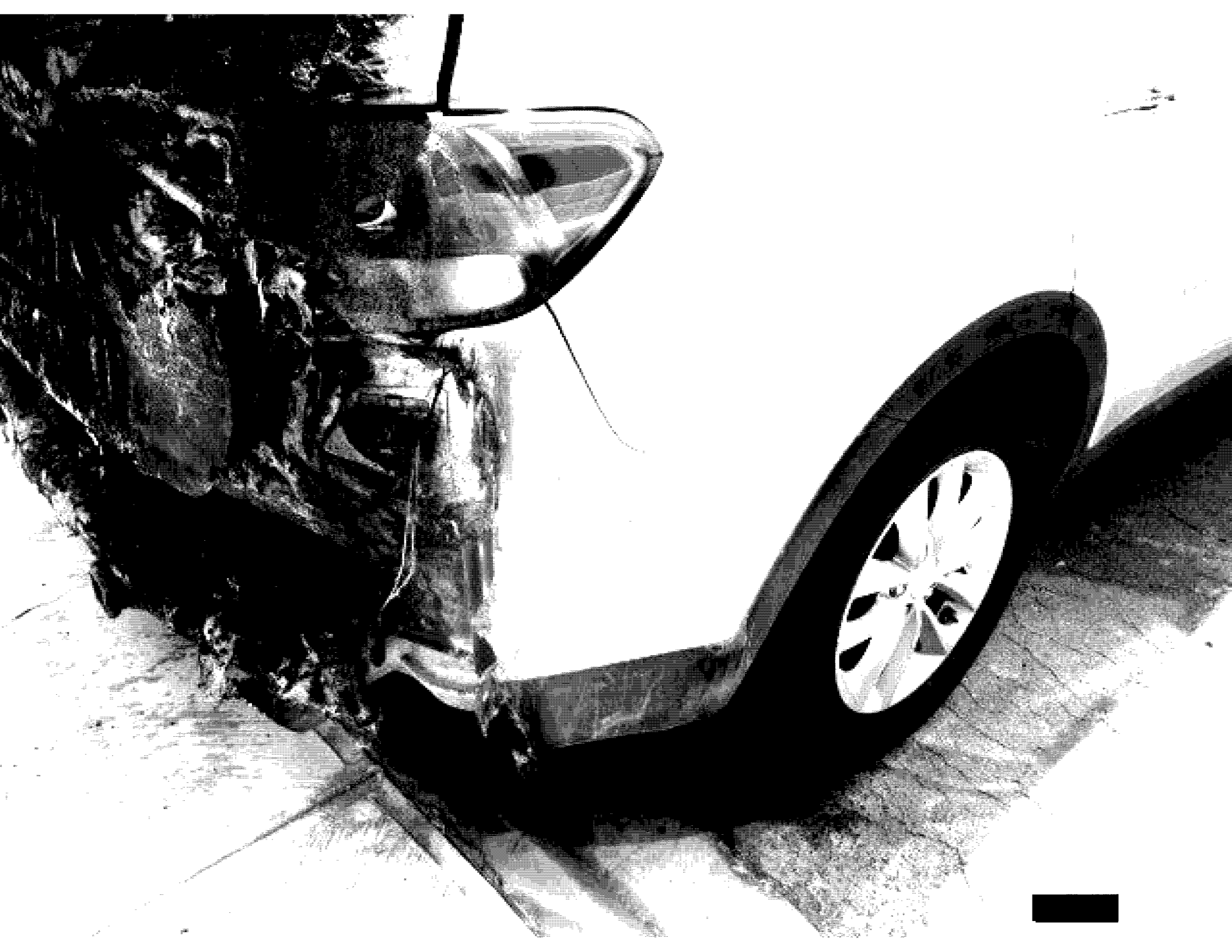






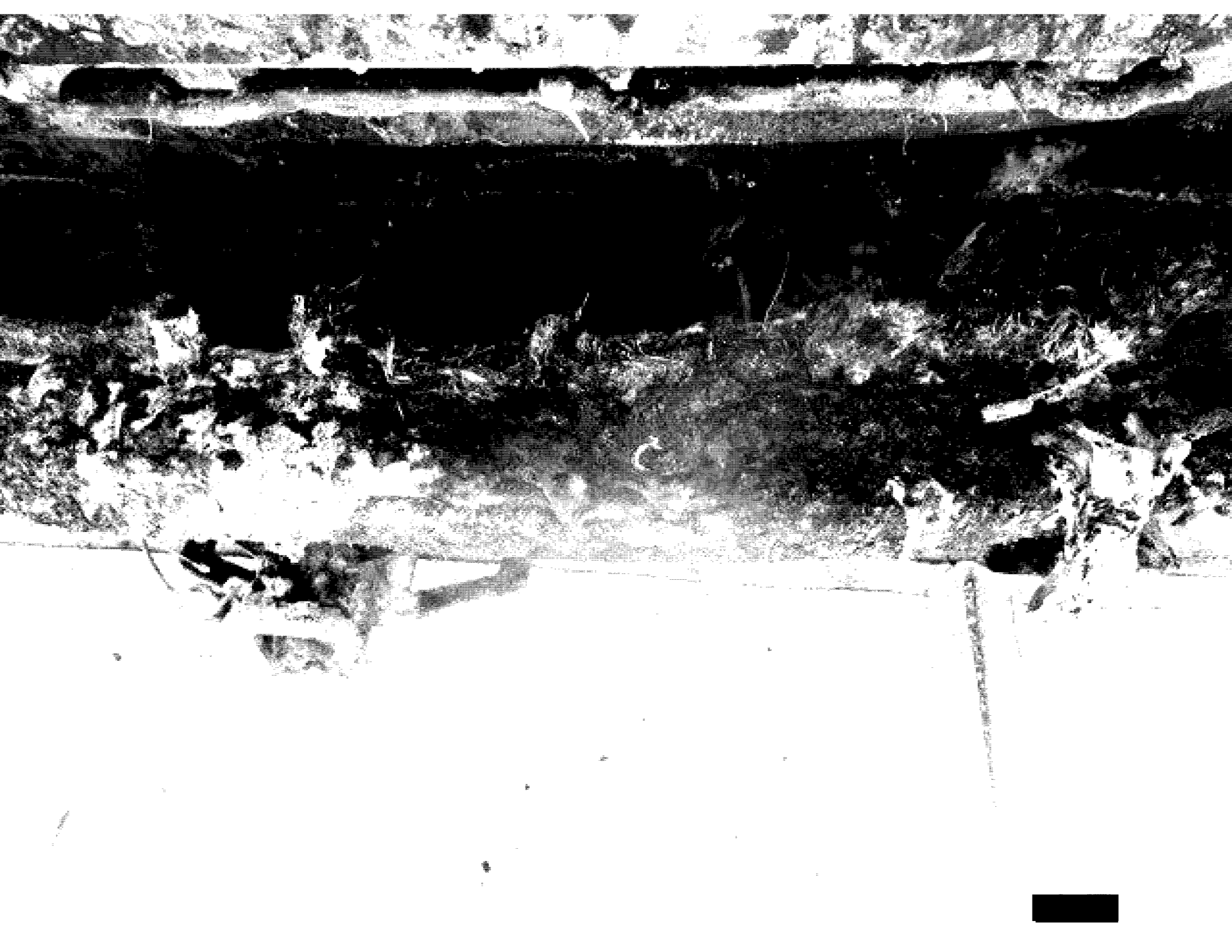


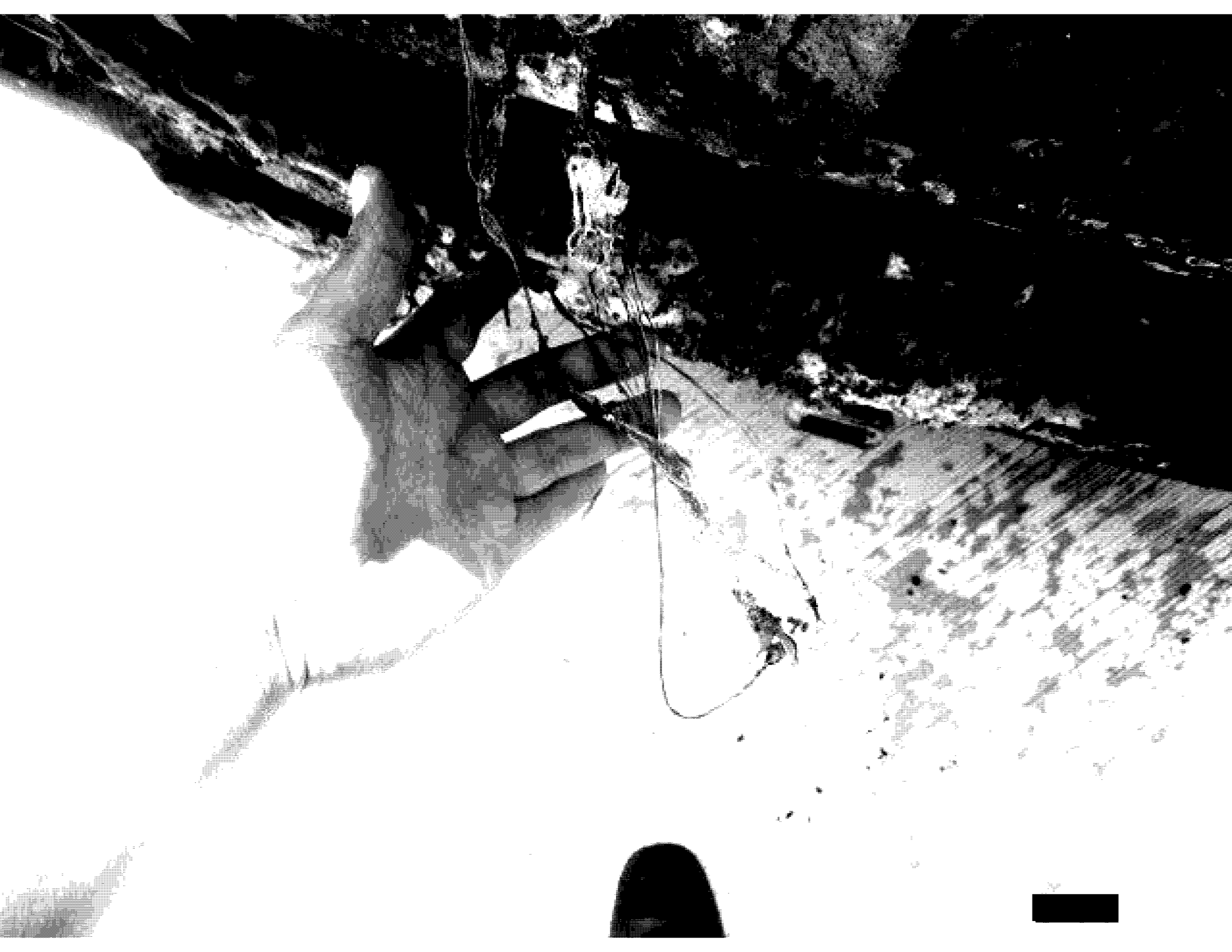




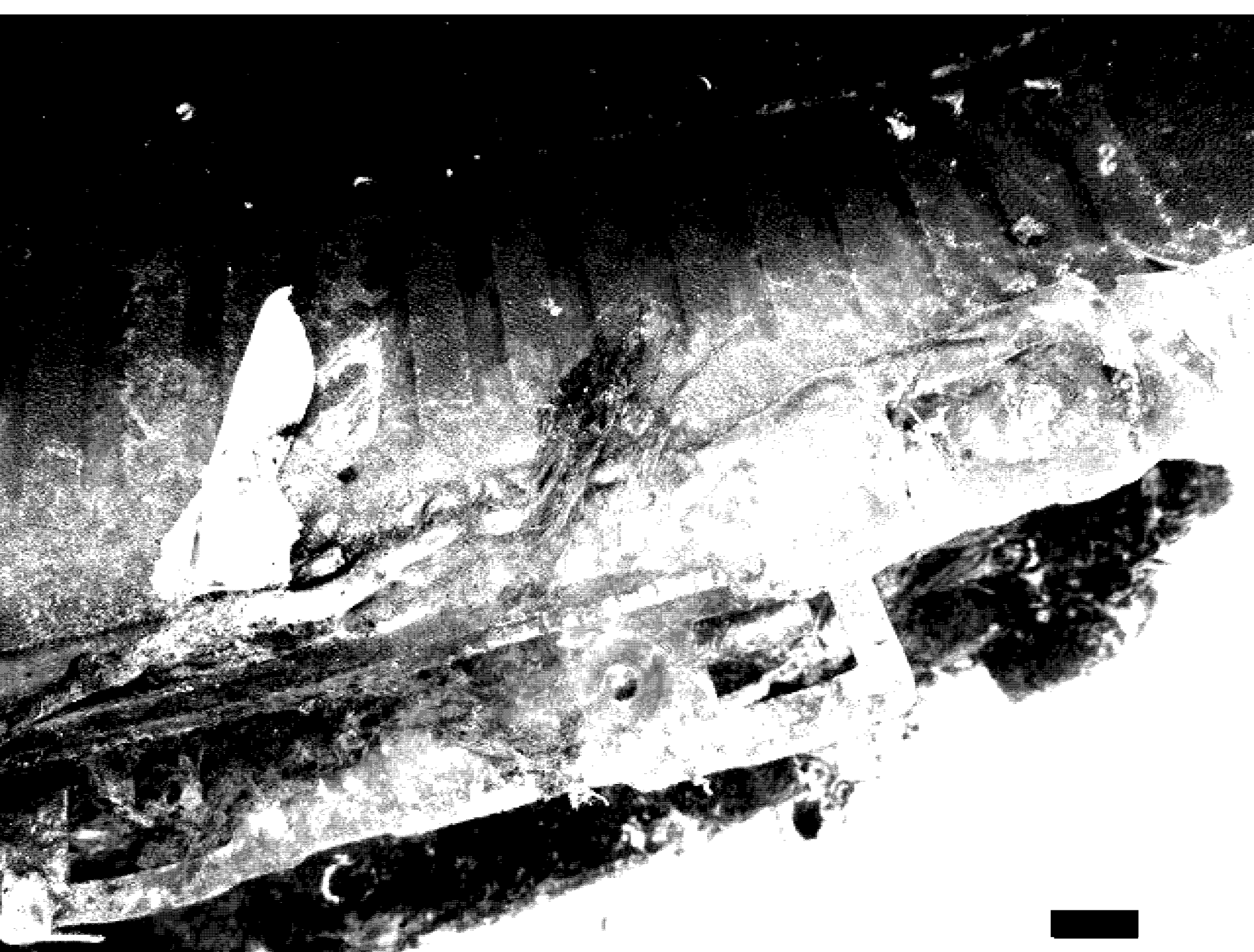


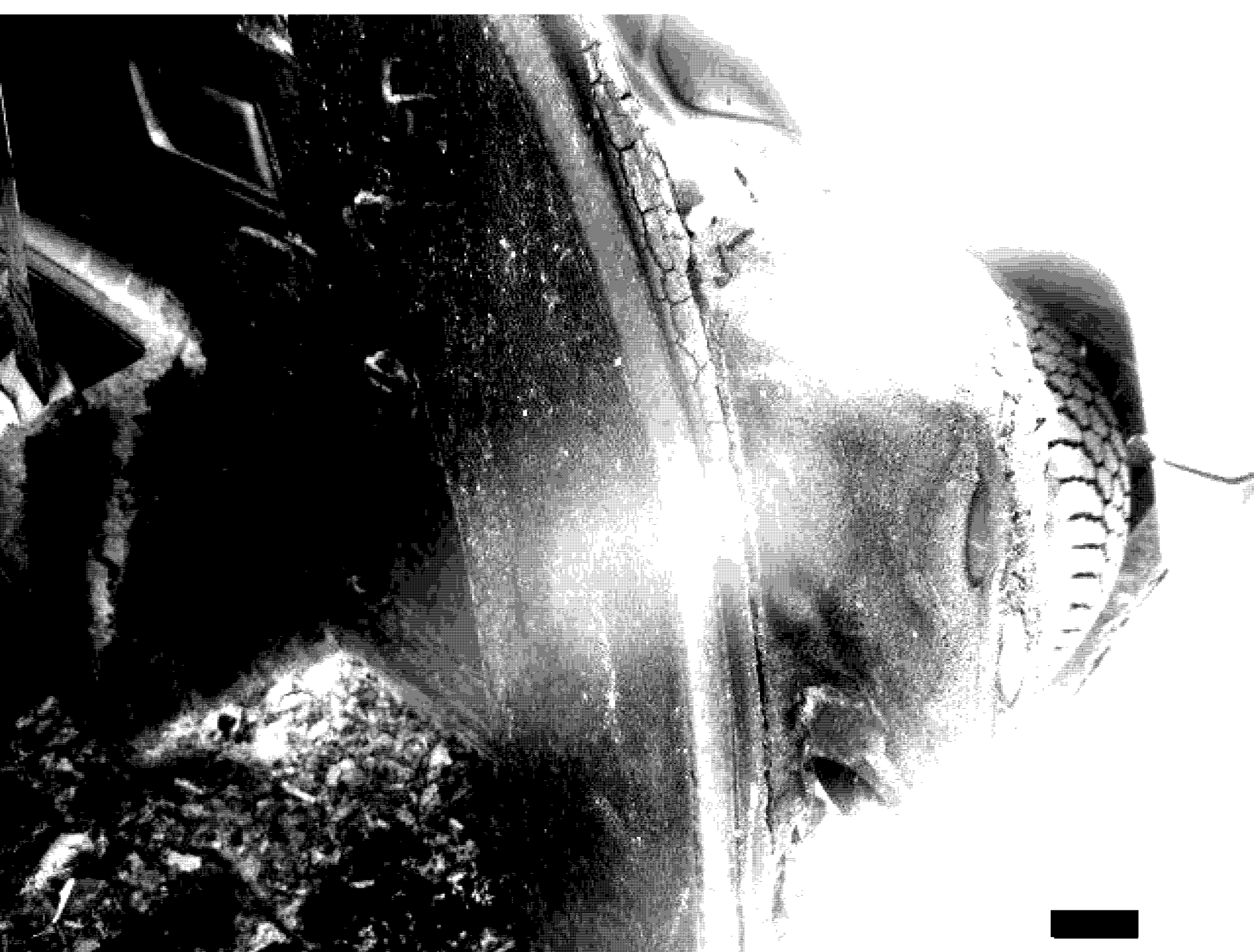


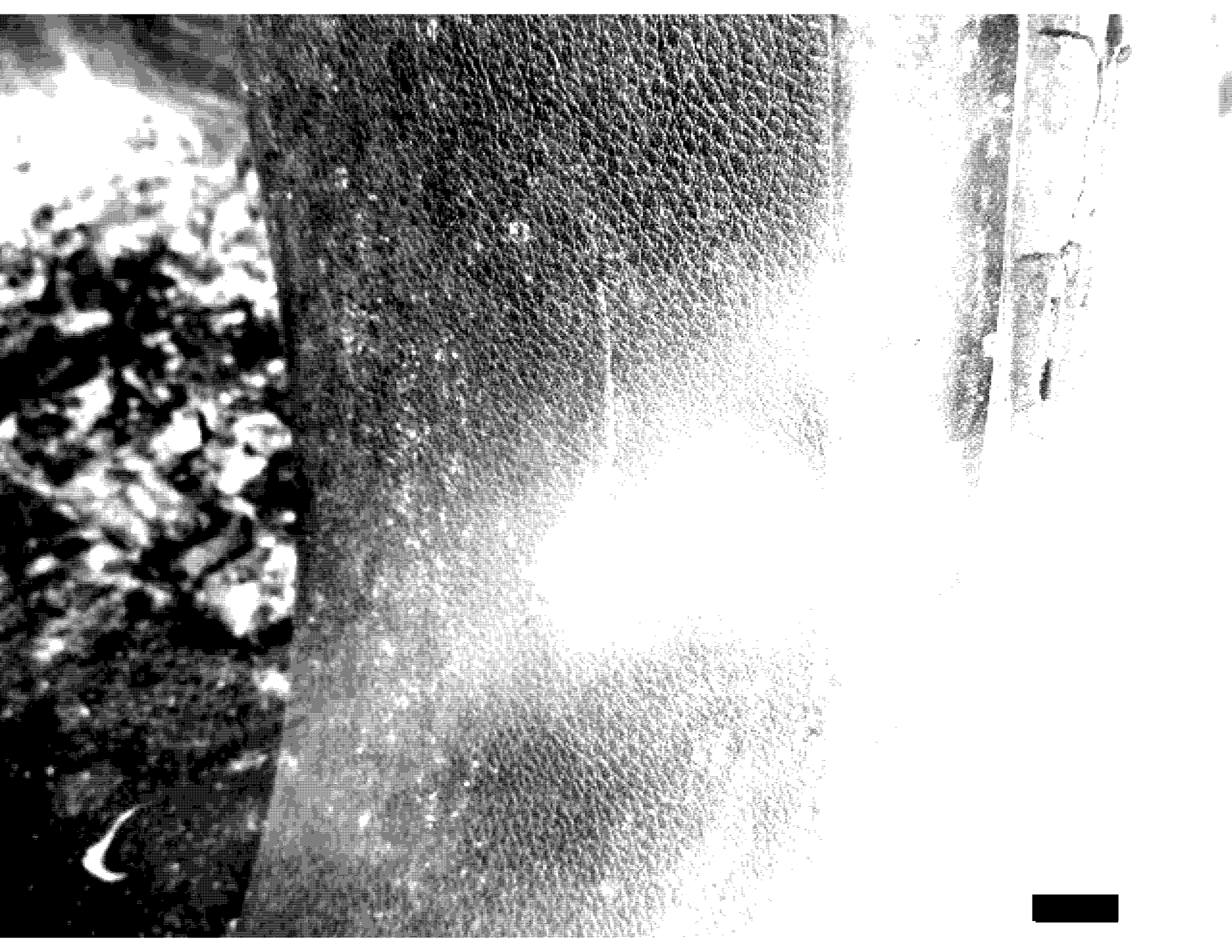




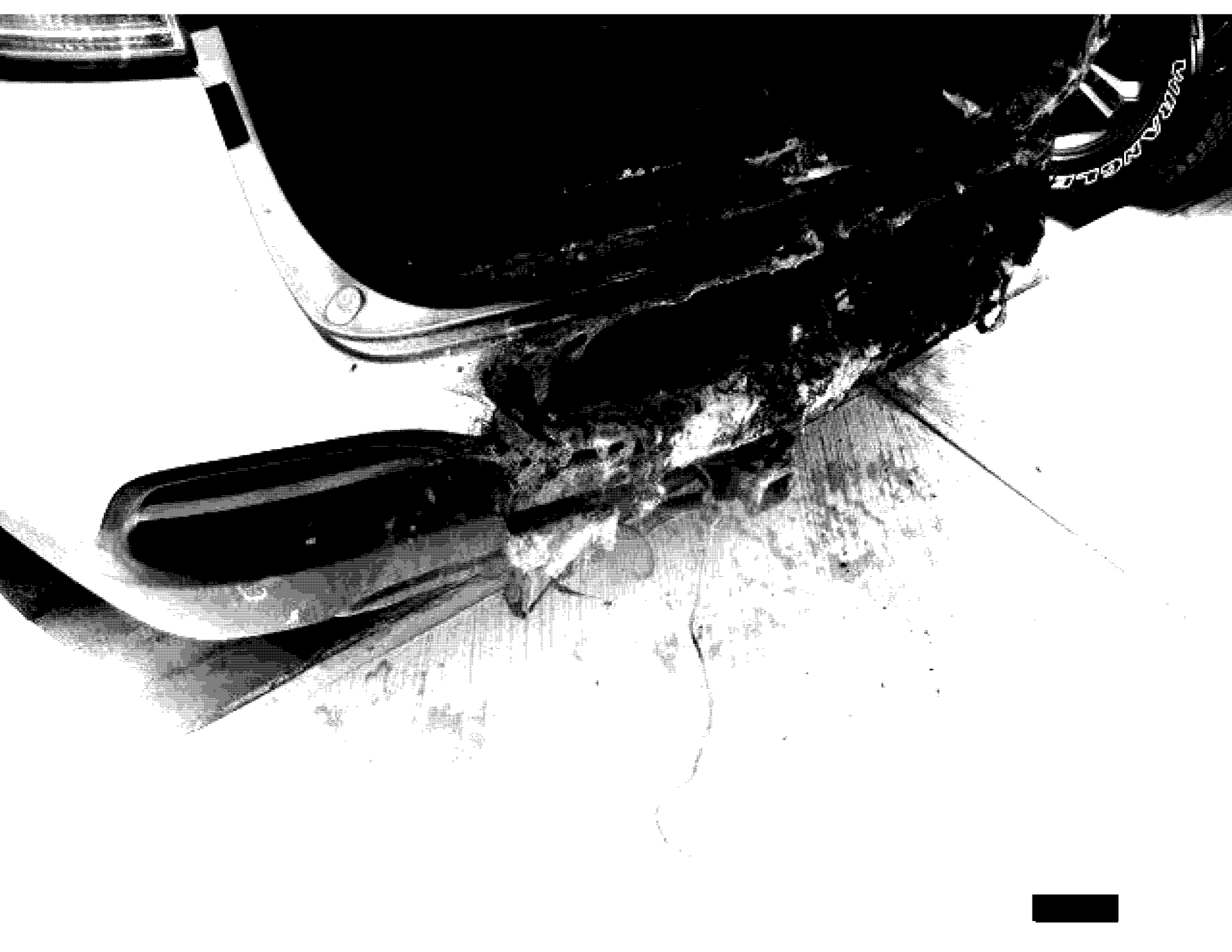


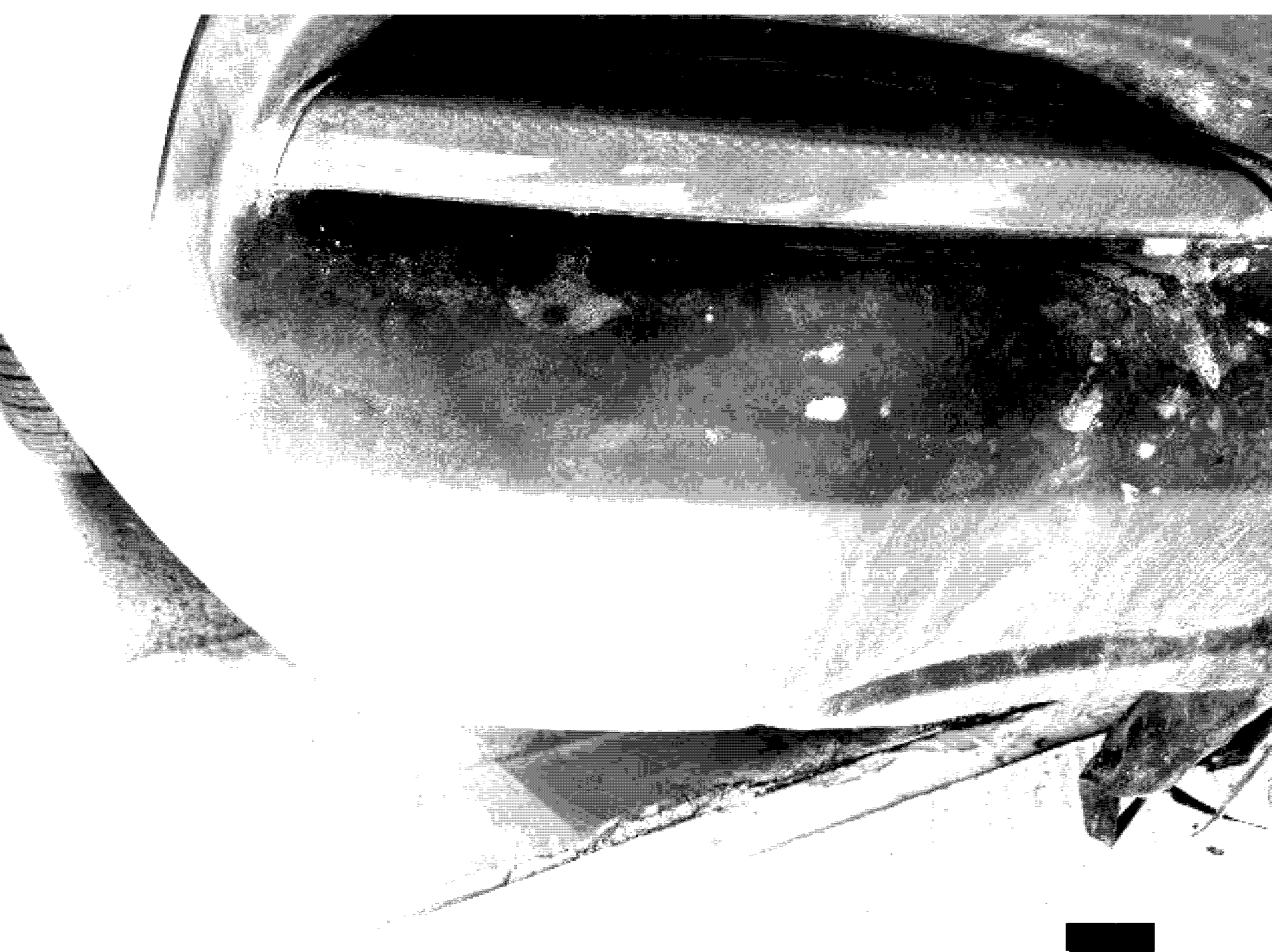


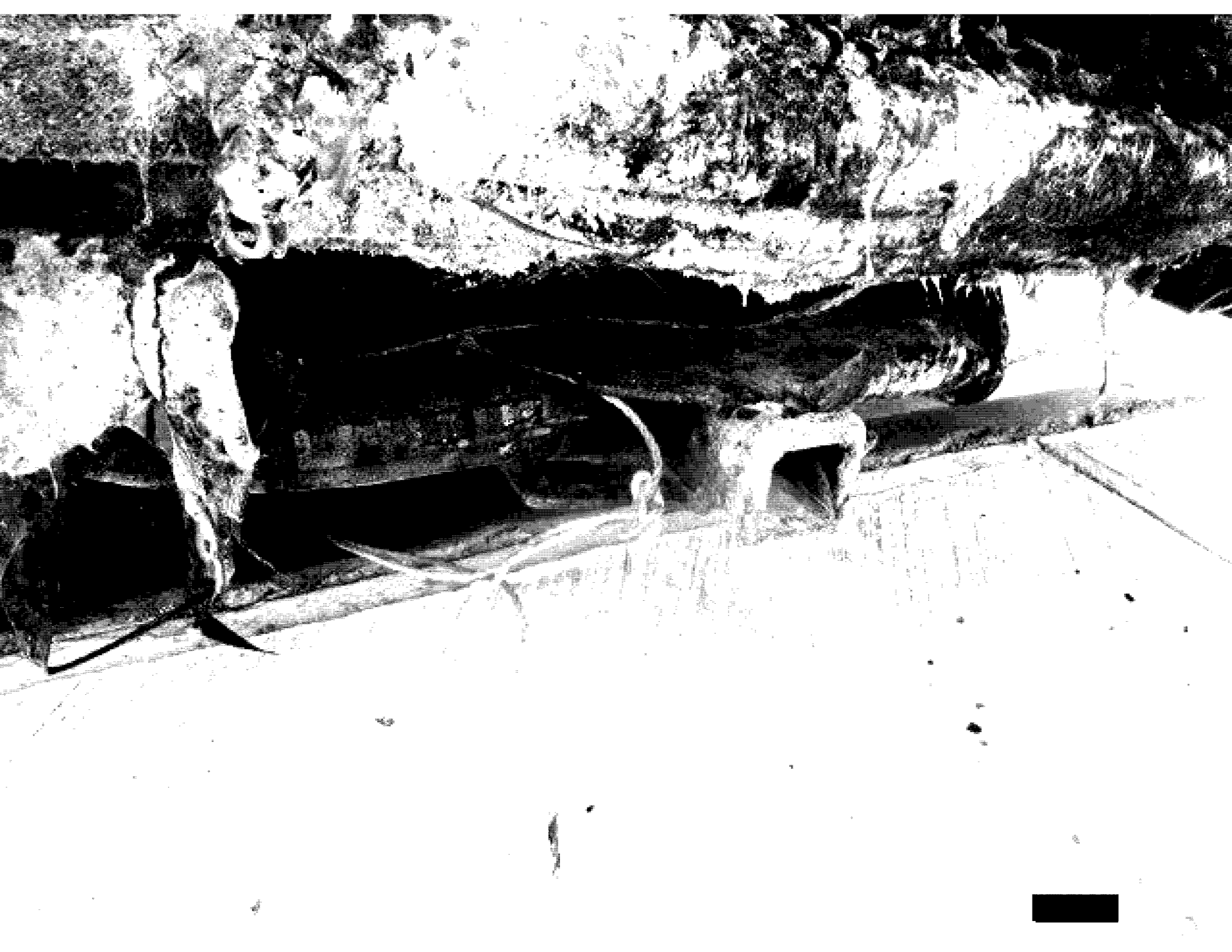


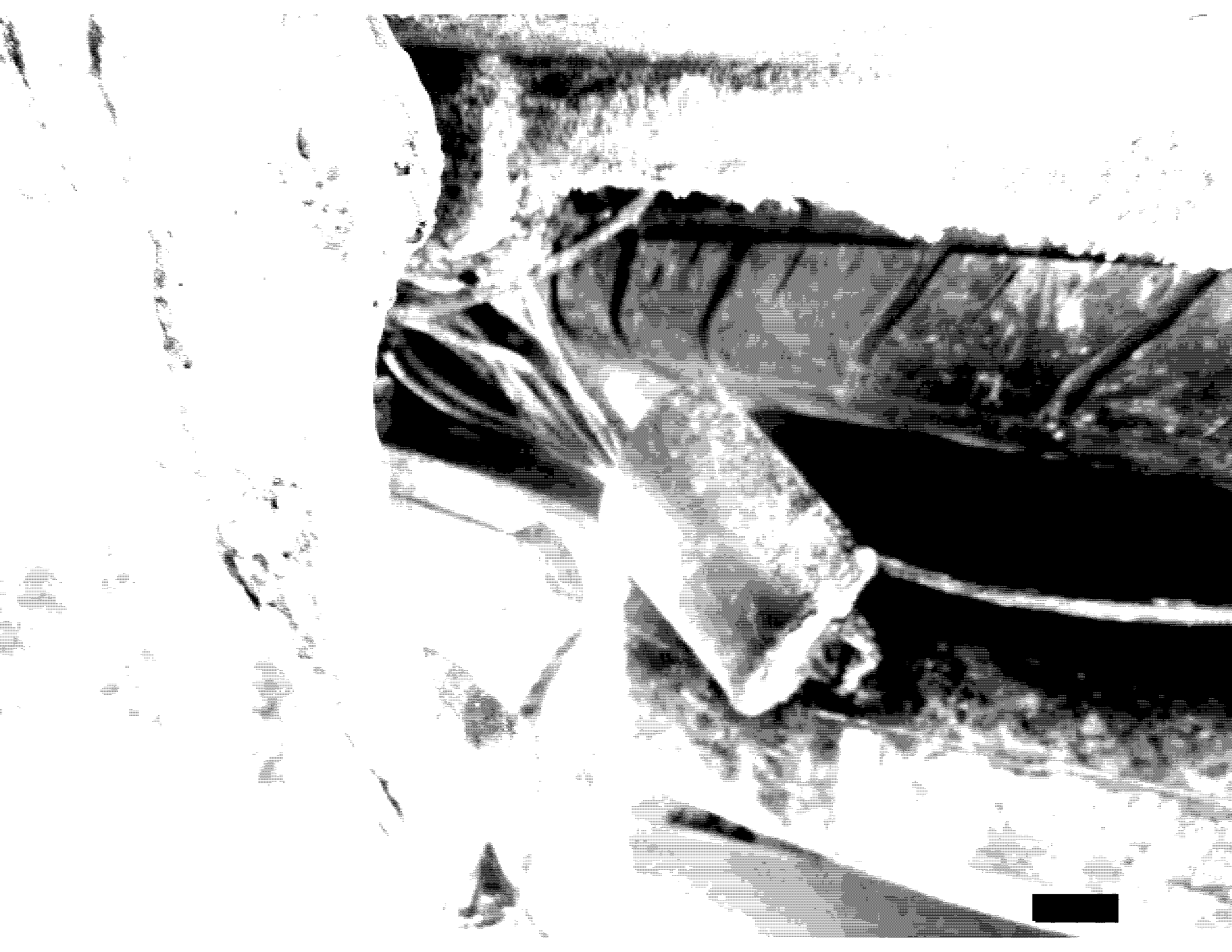




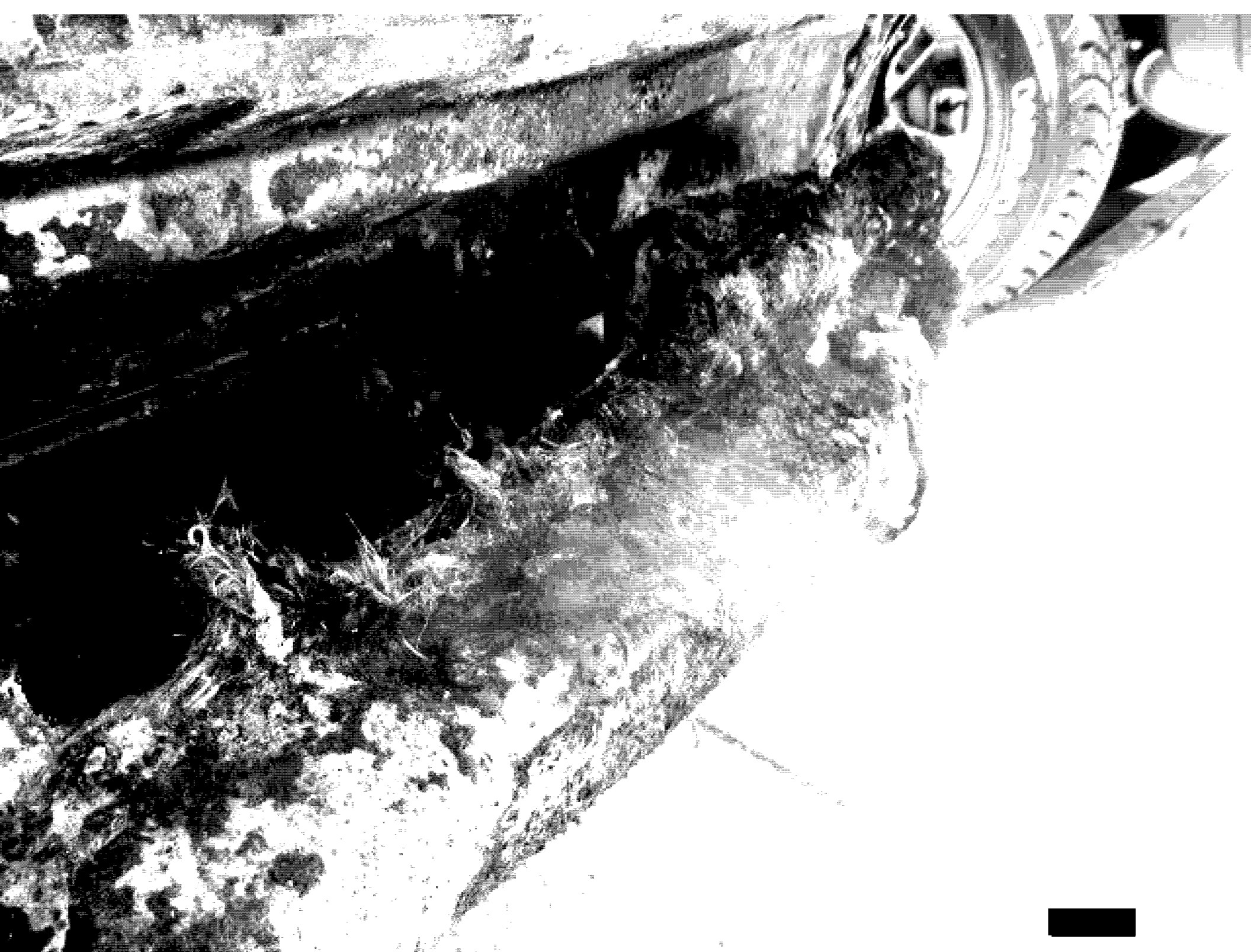


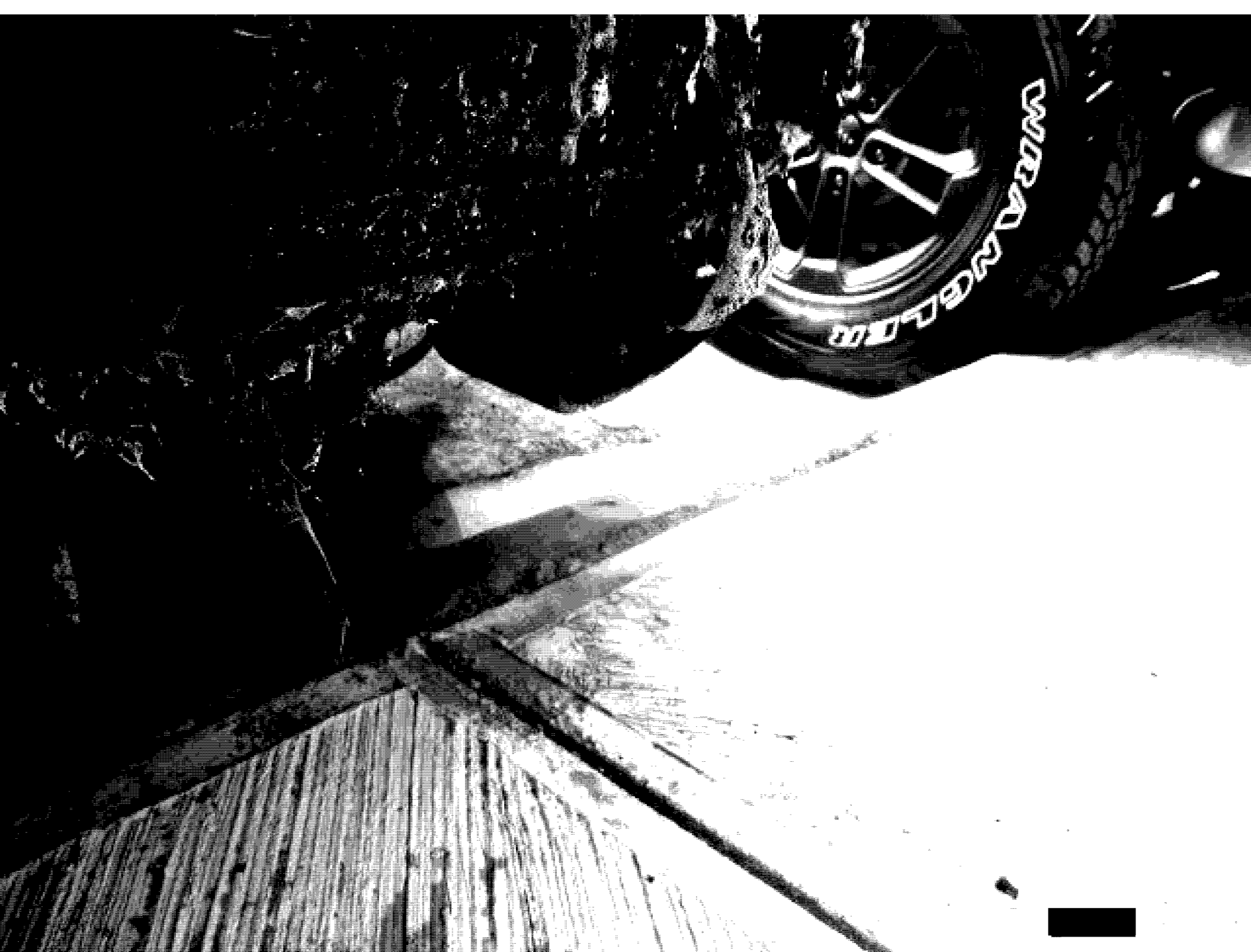




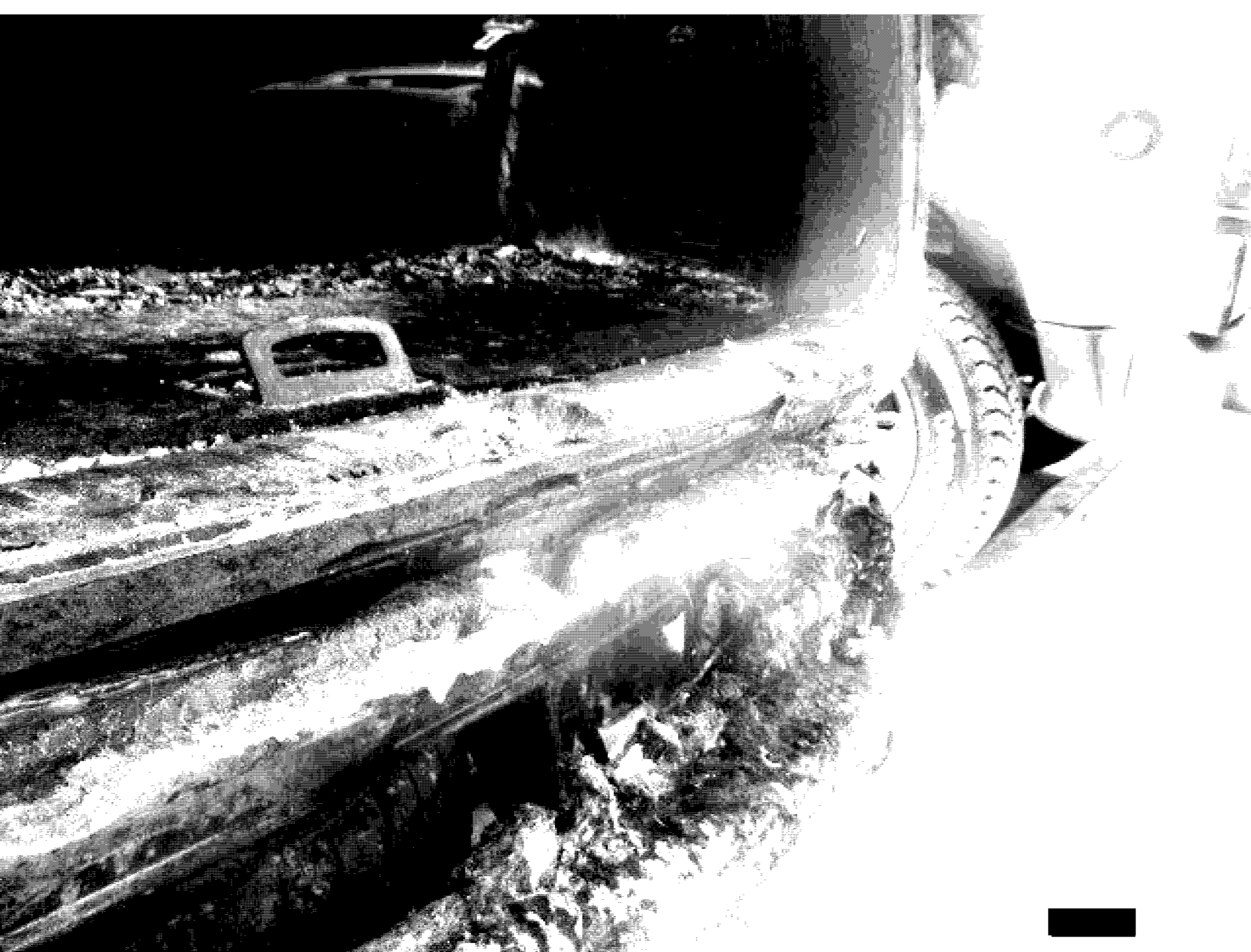




















100



101

102

103





