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

[redacted]
Hamburg, NJ [redacted]
July 14, 2017

Michael Sprague
CEO/Executive Vice-President
Kia Motors America Headquarters
111 Peters Canyon Road
Irvine, CA 92606

RECEIVED
JUL 25 2017
CONSUMER AFFAIRS

Dear Mr. Sprague:

I am writing this letter on behalf of my daughter [redacted] who is currently leasing a 2017 Kia Sportage. Until about a month ago, [redacted] was extremely happy with her vehicle; in fact, it was her second Kia lease with Gateway Kia of Denville (NJ), and she was anticipating buying the vehicle. However, then something so *unusual* and, to be honest, *shocking* happened....

[redacted] left her house for work one morning in early June—and noticed that her dashboard appeared to be "melting" (the pebbled surface was turning smooth in spots)! Shortly thereafter, she noticed the same thing was happening to the plastic frame of her side view mirror.

She called Kia's roadside assistance and the vehicle was towed to the Newton (NJ) Kia repair service center.

The Kia advisor Mike filled out a form that confirmed [redacted] statement of the vehicle's condition. However, he stated that the DPSM was "out of the office" but "we will reach out and contact the customer as soon as possible." Sadly, this DID NOT HAPPEN. (The car was returned to her since the problem was deemed to be "not electrical.")

Though the DPSM was due back from vacation just a few days later (Monday), there was no contact from Newton Kia all the next week.

[redacted] called back a week later —and her phone calls were handled with *rudeness and disrespect*. No one showed any willingness to help her. When she tried to ask for another service manager since now Mike was on vacation, an employee named Vic was very rude and said he "didn't have access to Mike's email." [redacted] said, "That's not what I'm asking, I'm asking to speak to another service manager to find out who I can contact myself" at which point Vic said "Sure" and transferred her to the voicemail of a ghost (no name, just said a number). In fact, when she tried calling back, they would not pick up the phone! *Clearly this is not the kind of service which the Kia Corporation advertises.*

I decided to make a call on [redacted] behalf (sometimes men get more respect) with [redacted] by my side. I spoke with Jason from Consumer Affairs on Thursday, July 6th. He was courteous—and sounded genuinely concerned about the situation. He said he would contact people who could provide assistance. And he said he would get back to [redacted] within 24-48 hours.

However, [redacted] received no call back over the weekend or Monday morning. In the meantime, my wife and I—and [redacted]—noticed that the car's condition was *actually getting worse*: the dashboard melting was expanding, the black plastic window panel was bubbling and starting to

[redacted]

peel away from the window and the red paint on the side view mirror was pitting and bubbling! [redacted] also realized that she was getting rainwater pooling up on her floorboards recently (she forgot to mention that to Jason). Every time it rains, there is about 10mls of water on her driver's side floorboard and recently she noticed when opening her back doors that rain was also pooling on the back passenger and driver's side floorboards!

I urged [redacted] to call Consumer Affairs again on Monday afternoon (July 10th)—because I began to wonder if the vehicle's "melting condition" could somehow lead to a serious risk (fire).

First she spoke to someone named Kayla. After not hearing back, she called back and wound up speaking with Josh, who did not offer any reasonable resolution: for example, towing the car for diagnosis AND providing a loaner vehicle so she would have a way to get to work while her Sportage was being examined. Josh said that there were NO loaner cars available at any dealer within a decent distance. He said that [redacted] could rent a car herself-- but that Kia only covers up to $30 per day w/o insurance. *This was not reasonable, Mr. Sprague.*

[redacted] does not feel that she should have to pay anything for a rental car since she did not cause this problem. Furthermore, you cannot rent a car in NJ for less than about $60 per day, which is what she currently has to do. She rented a car on Thursday, July 13th, after bringing her car into Newton Kia Service for the second time.

I then decided to call Consumer Affairs again, and spoke with Justina. She was courteous—but could not offer any guarantee that [redacted] vehicle would be examined ASAP and that she would be provided with a vehicle to get to work while the diagnosis was in progress. Justina then called [redacted] and offered the same "solution"-- which was again not a resolution at all.

I am sure you can understand that [redacted] ***does not even want the same vehicle back,*** as it seems to be defective and has too many separate issues to fix. *She also feels it may be unsafe!*

The case was then "escalated" to someone named Gus. Luckily by this time, after [redacted] speaking to many different people, she got a direct line to him. Unfortunately, however, Gus offered nothing more than the same "resolution." When [redacted] explained repeatedly that she didn't even want a loaner or rental, that she just wanted to exchange the car--she didn't even get an answer as to whether that was an option.

Sadly, [redacted] has gotten nothing but a broken record of "what Kia can do for her" and not addressing what she actually wants!

Mr. Sprague, I am shocked that Kia does not provide IMMEDIATE and REASONABLE assistance in such a situation. How would you feel if, in fact, the vehicle DID catch fire? Or if something else happened that led to an accident? [redacted] is a mother of four daughters and a new puppy that are all in the vehicle at various times. ***She absolutely needs a vehicle that can get her to and from work and drive her kids to their activities***—**SAFELY**!

The main reason why I have owned three Hyundai vehicles—and why [redacted] has leased two Kia vehicles—is the unique warranty that comes with the purchase/lease of a vehicle from these companies.

However, it certainly has not been acted upon as promised in this situation!

[redacted]

(In fact, Mr. Sprague, I just learned that [redacted] key fob battery died—and had to be replaced—within eight months of her lease, and that [redacted] had to pay a $10 service charge! I find that ludicrous! Compared to the seriousness of the current situation, though, this is a minor annoyance.)

Yesterday morning, July 13, [redacted] took her deteriorating Sportage back to Newton Kia to have it examined again. On the Service Dept.'s recommendation, she spoke with the Sales Manager, Mike (who originally never followed up on the issue). He told her it was the Sales Department's responsibility. Then the sales department manager (Sasha) said it was Service's (Mike's) responsibility!

[redacted] had to physically get both people together while holding her key and asking, "To which one of you am I giving my key???" Is this crazy, or what!

At that point she gave her key to Mike, but she did not see him put up any paperwork or put her key in a plastic envelope (which I believe is the usual process).

No one made any effort to provide her with a loaner car. When she spoke to Sasha the sales manager, he said that he *would* give her a loaner car, that there were in fact available cars, but that his "comptroller" wouldn't allow it. But then he said that loaners go through service only. It was just very confusing to [redacted]—and seemed like nothing more than a run-around.

[redacted] then had to secure a car herself from a local Enterprise center. Someone at Kia did allow for a $30/day allowance for the rental—but that amounts to only half the cost…and does not cover insurance.

When she went back AGAIN to the Kia service desk to ask to be put in some sort of queue for a loaner car, another service employee said, "Well, there's about 12 or 13 people in front of you." [redacted] said she didn't care, that she wanted to be in the queue; he reluctantly agreed to do so—yet he gave her no paperwork or assurance that this would, in fact, occur.

All in all, Mr. Sprague, this has been a very trying, frustrating experience for my daughter. [redacted] put her faith in Kia—and Kia has let her down!

I am asking that you use your authority to see that [redacted] situation is resolved immediately—and in the best way possible. Why shouldn't she be given another new Kia Sportage vehicle—one in perfect condition—to replace this obviously defective one?! That *might* restore a measure of confidence in Kia's commitment to stand by its products.

Thank you in advance for your prompt attention to this matter.

Sincerely,

[redacted]

Case # [redacted]
The above address is [redacted] Her phone # [redacted]

[redacted]

[redacted]
Hamburg, NJ [redacted]
August 25, 2017

Michael Sprague, CEO
KIA MOTORS AMERICA
Headquarters
111 Peters Canyon Road
Irvine, CA 92606

RECEIVED
AUG 29 2017
CONSUMER AFFAIRS

Dear Mr. Sprague:

I sent you the enclosed letter six weeks ago. *I am astonished that my daughter has had absolutely no response concerning the deterioration of her Kia Sportage!*

I cannot understand at all why neither you—nor anyone else from the Kia Company—will make a reasonable effort to remediate [redacted] situation.

She has done NOTHING to cause the damage that has developed with her vehicle. Yet Kia—a company that professes to have a wonderful GUARANTEE for all its cars—has taken *no responsibility* whatsoever.

Perhaps it's time for me to notify the auto ratings providers (Consumer Reports, JD Powers...) of the UNRELIABILITY of Kia Motors-- both its vehicles and its company executives.

[redacted] deserves, at the very least, to have her Kia Sportage replaced with a new vehicle—or to have the opportunity to turn her car in (at no cost whatsoever) and be free to purchase a reliable vehicle *from another company*.

Again, I am disappointed in your total lack of concern for customer satisfaction!

[redacted]

[redacted]

[redacted]
Hamburg, NJ [redacted]
July 10, 2017

Michael Sprague
CEO/Exec. Vice-President
Kia Motors America
Headquarters
111 Peters Canyon Road
Irvine, CA 92606

Dear Mr. Sprague:

I am writing this letter on behalf of my daughter [redacted] who is currently leasing a 2017 Kia Sportage. Until about a month ago, [redacted] was extremely happy with her vehicle; in fact, it was her second Kia lease with Gateway Kia of Denville (NJ). However, then ****** hit the fan...

[redacted] left her house for work one morning (DATE)—and noticed that her dashboard appeared to be "melting" (the pebbled surface was turning smooth in spots)! The same thing was happening to the plastic frame of her side view mirror.

She called Kia's roadside assistance and the vehicle was towed to the Newton (NJ) Kia repair service center.

The Kia advisor Mike filled out a form that confirmed [redacted] statement of the vehicle's condition. However, he stated that the DPSM was "out of the office," but "we will reach out and contact the customer as soon as possible." Sadly, this DID NOT HAPPEN. (The car was returned to her since the problem was deemed to be "not electrical.")

Though the DPSM was due back from vacation just a few days later (Monday), *there was no contact from Newton Kia all the next week.*

[redacted] called back a week later (DATE)—and her phone calls were handled with rudeness and disrespect. No one showed any willingness to help her. In fact, when she tried calling back, they would not pick up the phone! ***Clearly this is not the kind of service which the Kia Corporation advertises.***

I decided to make a call on [redacted] behalf (sometimes men get more respect) with [redacted] by my side. I spoke with Jason from Consumer Affairs on Friday (DATE). He was courteous—and sounded genuinely concerned about the situation. He said he would contact people who could provide assistance. And he said he would get back to [redacted] within 24-48 hours.

However [redacted] received no call back over the weekend or Monday morning (DATE).

[redacted]

In the meantime, my wife and I—and [redacted]—noticed that the car's condition was actually getting worse: the dashboard melting was expanding, and the red paint on the sideview mirror was bubbling!

I urged [redacted] to call Consumer Affairs again on Monday afternoon (DATE)—because I began to wonder if the vehicle's "melting condition" could somehow lead to a **serious risk (fire).**

She wound up speaking with Josh, who did not offer any reasonable resolution: for example, towing the car for diagnosis AND providing a loaner vehicle so she would have a way to get to work while her Sportage was being examined.

I then called Consumer Affairs and spoke with Justina. She was courteous—but *could not offer any guarantee* that Amy's vehicle would be examined ASAP **and** that she would be provided with a vehicle to get to work while the diagnosis was in progress.

Mr. Sprague, I am shocked that Kia does not provide IMMEDIATE and REASONABLE assistance in such a situation. How would you feel if, in fact, the vehicle DID catch fire? Or if something else happened that led to an accident?

A main reason why I have owned three Hyundai vehicles—and why [redacted] has leased two Kia vehicles—is the unique warranty that comes with the purchase/lease of a vehicle from these companies.

However, it certainly has not been acted upon as promised in this situation!

(In fact, Mr. Sprague, I just learned that [redacted] key fob battery died—and had to be replaced—within eight (?) months of her lease, and that [redacted] had to pay a $10 service charge! I find that ludicrous! Compared to the seriousness of the current situation, though, this is a minor annoyance.)

This morning (July 13), [redacted] took her deteriorating Sportage back to Newton Kia to have it examined. On the Service Dept.'s recommendation, she spoke with the Sales Manager—who said it was the Service Department's responsibility! And no one made any effort to provide her with a loaner car. She had to secure one herself from a local Enterprise center. Someone at Kia did allow for a $30/day allowance for the rental—but that amounts to only half the cost...and does not cover insurance.

All in all, this has been a very trying, frustrating experience for my daughter. [redacted] put her faith in Kia—and Kia has let her down!

I am asking that you use your authority, Mr. Srpague, to see that [redacted] situation is resolved immediately—and in the best way possible. Why shouldn't she be given another new Kia Sportage vehicle—one in perfect condition—to replace this obviously defective one?! That *might* restore a measure of confidence in Kia's commitment to stand by its products.

[redacted]

Thank you in advance for your prompt attention to this matter.

Sincerely,

[redacted]

Case # [redacted]
The above address is [redacted]
Her phone # [redacted]

[redacted]

RECEIVED
MAR 16 2018
CONSUMER AFFAIRS

[redacted]
Randolph, NJ [redacted]
March 8, 2018

E.S. Chung, President/CEO
Kia Motors Corporation
Corporate Offices
111 Peters Canyon Road
Irvine, CA 92606

Dear Mr. Chung:

I just visited my daughter [redacted] for the first time in several weeks. I asked her if Kia had done anything to remedy the terrible situation she has had with her 2016 Sportage. I was both ***shocked and disappointed*** to learn that Kia has done **NOTHING** to support its guarantee of customer satisfaction!

[redacted] vehicle has continued to 'melt' on both the dashboard and her side-view mirror.

She has brought the car in for inspection/analysis, and was not treated well by personnel.
She had to rent another vehicle at the time for several days—for more than $500—and did not receive any reimbursement whatsoever!

This is certainly NOT the kind of treatment people expect from the Kia Corporation!

I have written several letters in an attempt to assist [redacted]..yet no one from the company has made an effort to help her.

Mr. Chung, I have owned Hyundai, Chrysler and Ford vehicles myself, and have ***never*** been treated with such disrespect and disdain.

I am asking you one more time to PLEASE contact my daughter and compensate her for the dysfunction of her Sportage and the cost of her rental vehicle. Kia owes her!

Sincerely yours,

[redacted]

[redacted] Hamburg, NJ [redacted]

[redacted]

iPad 3:28 PM 74%

1 / 14

Reorder

NEWTON KIA
20 Hampton House Rd. (Rte. 206)
Newton, NJ 07860
(908) 441-1900
www.NewtonKia.com

[redacted]

CUSTOMER NO [redacted]	ADVISOR MIKE 884	TAG NO	INVOICE DATE 06/13/17	CELL [redacted]
[redacted]	LABOR RATE 114.95	LICENSE NO [redacted]	MILEAGE 10,213	COLOR RED/
HAMBURG, NJ [redacted]	YEAR / MAKE / MODEL 17/KIA/SPORTAGE/4DR FWD LX		DELIVERY DATE	DELIVERY MILES
	VEHICLE I D NO. K N D P M 3 A C 6 H 7 [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/13/17	REPRINT# 1
[redacted] BUSINESS PHONE	COMMENTS			MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------

J# 1 09K1Z ELECTRICAL MINOR TECH(S):52 INTERNAL

C/S DASHBOARD IS "MELTING". ADVISED CUSTOMER NOT TO DRIVE IT
AND CALL ROADSIDE.
DRIVERSIDE MIRROR ALSO MELTING
DPSM CONTACTED AND PICTURES SENT
DPSM OUT OF OFFICE. WILL RESPOND ONCE RETURNS AND WE WILL
REACH OUT AND CONTACT CUSTOMER.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2+17K1Z FITTINGS & HARDWARE TECH(S):99 0.00

CUSTOMER STATES KEY FOB NOT WORKING
DEAD BATTERY
REPLACED BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	95430-U2032	BATTERY,	7.42	7.42	7.42
					TOTAL - PARTS	7.42

JOB# 2 TOTALS----------

PARTS	7.42
JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL	7.42

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		2.00
			TOTAL - MISC	2.00

COMMENTS----------
ROADSIDE

[CONTINUED ON NEXT PAGE] 04:51pm

The Reynolds and Reynolds Company

[redacted]

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PLEASE CONTA

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SEND SAVE [redacted]

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Reorder

NEWTON KIA
20 Hampton House Rd. (Rte. 206)
Newton, NJ 07860
(908) 441-1900
www.NewtonKia.com

[redacted]

CUSTOMER NO. [redacted]

[redacted]
HAMBURG, NJ [redacted]

RESIDENCE PHONE [redacted]

BUSINESS PHONE

ADVISOR: MIKE 884	TAG NO.	INVOICE DATE: 06/13/17	CELL [redacted]
LABOR RATE: 114.95	LICENSE NO. [redacted]	MILEAGE: 10,213	COLOR: RED/
YEAR / MAKE / MODEL: 17/KIA/SPORTAGE/4DR FWD LX		DELIVERY DATE	STOCK NO.
VEHICLE I.D. NO.: K N D P M 3 A C 6 H 7 [redacted]		SELLING DEALER NO	DELIVERY MILES
F.T.E. NO.	P.O. NO.	R.O. DATE: 06/13/17	PRODUCTION DATE
COMMENTS			REPRINT# 1

MO: [redacted]

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	7.42
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.65
TOTAL INVOICE $	**10.07**

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* [ ] VISA [ ] MC [ ] DISCOVER *
* [ ] CHARGE [ ] POLICY DEPT. [ ] *
* APPROVED BY [ ] *
****

YOU HAD A CHOICE AND CHOSE US - THANK YOU!
IF YOU RECEIVE A SURVEY, WE ASK THAT YOU GIVE US
THE HIGHEST SCORE. IF YOU FEEL WE DON'T DESERVE IT,
PLEASE CONTACT ME SO I CAN CORRECT YOUR CONCERN.

CUSTOMER SIGNATURE

PAGE 2 OF 2

[END OF INVOICE] 04:51pm

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PAGE 1 OF 1

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Reorder

NEWTON KIA
20 Hampton House Rd. (Rte. 206)
Newton, NJ 07860
(908) 441-1900
www.NewtonKia.com

[redacted]

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR MIKE 884	TAG NO.	INVOICE DATE 07/17/17	
[redacted]	LABOR RATE 114.95	LICENSE NO. [redacted]	MILEAGE 11,645	COLOR RED/
HAMBURG, NJ [redacted]	YEAR / MAKE / MODEL 17/KIA/SPORTAGE/4DR FWD LX		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. K N D P M 3 A C 6 H 7 [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/17/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------

J# 1 17K1Z FITTINGS & HARDWARE TECH(S):52 WARRANTY

C/S DASH IS MELTING AND GETTING WORSE. DIDNT WANT TO DRIVE
BECAUSE IT COULD BE AN ELECTRICAL ISSUE. FIRE ISSUE
CHECKED ELECTRICAL SYSTEM ALONG WITH DPSM AND FOUND NO ELECT
ICAL ISSUES. MELTED DASH IS FROM OUTSIDE INFLUENCE. NOT AN
ELECTRICAL ISSUE.
NOT A ELECTRICAL ISSUE. CAR IS OK TO DRIVE
NOTHING PERFORMED AT THIS TIME.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

COMMENTS----------
ROADSIDE

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**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MC [ ] DISCOVER
[ ] CHARGE [ ] POLICY DEPT. [ ]
APPROVED BY [ ]

YOU HAD A CHOICE AND CHOSE US - THANK YOU!
IF YOU RECEIVE A SURVEY. WE ASK THAT YOU GIVE US
THE HIGHEST SCORE. IF YOU FEEL WE DON'T DESERVE IT.
PLEASE CONTACT ME SO I CAN CORRECT YOUR CONCERN.

_____
CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

PAGE 1 OF 1

[END OF INVOICE] 12:06pm

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Reorder

GATEWAY KIA OF DENVILLE
3101 ROUTE 10
DENVILLE, NJ 07834
973-361-0400
WWW.GATEWAYKIA.COM

[redacted]

[redacted]
HAMBURG, NJ [redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
KNDPM3AC6H[redacted]	11645	11645	07/20/17 12:42	07/22/17	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2017 KIA SPORTAGE L (HYPER RED)	[redacted]	COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]				09/19/16	09/19/16	34	No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	R/O EMAIL
[redacted]		[redacted]	[redacted]	MAURICE DOMAN (B33)	

THANK YOU FOR YOUR BUSINESS HOURS MON-SAT 9:00 TO 5:00

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	DIAG		D5		Internal	

Concern C/S: Customer state dash board and side view mirrors are melting and water is leaking in to the vehicle, Vehicle is being towed-in from Newton Kia. Customer has a case number with kia consumer affairs.

Cause spoke to kia consumer affairs and no work performed at this time

Correction no work performed at this time. kia declined repairs. customer pickedup vehicle 7/22/17

Customer Totals

Charge Description	Amount
TOTAL CUSTOMER	No Charge

STATEMENT OF DISCLAIMER

e factory warranty constitutes all of the warranties with respect the sale of this item/items. The Seller hereby expressly sclaims all warranties either express or implied, including any plied warranty of merchantability or fitness for a particular rpose. Seller neither assumes nor authorizes any other person to sume for it any liability in connection with the sale of this m/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

X _____
CUSTOMER SIGNATURE

X _____
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

7/22/17 12:24 INVOICE CUSTOMER COPY Page 1 of 1

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SEND SAVE

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Reorder

ELRAC, LLC, 33 ROUTE 206, AUGUSTA, NJ 07822 (973) 383-7010

[redacted]

RENTER [redacted]

DATE & TIME OUT
07/13/2017 12:37 PM
DATE & TIME IN
07/22/2017 11:28 AM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
PGAR

VEH #1 2017 DODG DURA GTN2
VIN# 1C4RDHDG6HC[redacted]
LIC#[redacted]
MILES DRIVEN 800
CAR CLASS: PGAR

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	07/13 - 07/22	9	DAY	$51.99	$467.91
REFUELING CHARGE	07/13 - 07/22				$0.00
			Subtotal:		**$467.91**
Taxes & Surcharges					
DOMESTIC SECURITY FEE	07/13 - 07/22	9	DAY	$5.00	$45.00
NEW JERSEY STATE SALES TAX	07/13 - 07/22			6.875%	$32.48
VEHICLE LICENSE FEE RECOVERY	07/13 - 07/22	9	DAY	$0.50	$4.50
			Total Charges:		**$549.89**
Bill-To / Deposits					
DEPOSITS					($549.89)
Total Estimated Amount Due					**$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$549.89	Visa	xxxxxxxxxxx[redacted]

Scannable Document

SEND SAVE









[redacted]







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Reorder

GATEWAY KIA OF DENVILLE
3101 ROUTE 10
DENVILLE, NJ 07834
973-361-0400
WWW.GATEWAYKIA.COM

[redacted]

[redacted]
HAMBURG, NJ
[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
KNDPM3AC6H[redacted]	11645	11645	07/20/17 12:42	07/22/17	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
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TOTAL CUSTOMER	No Charge

STATEMENT OF DISCLAIMER

e factory warranty constitutes all of the warranties with respect the sale of this item/items. The Seller hereby expressly sclaims all warranties either express or implied, including any plied warranty of merchantability or fitness for a particular rpose. Seller neither assumes nor authorizes any other person to sume for it any liability in connection with the sale of this em/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

X _____
CUSTOMER SIGNATURE

X _____
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

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SEND SAVE





iPad 3:28 PM 74%

1 / 14

Reorder

NEWTON KIA
20 Hampton House Rd. (Rte. 206)
Newton, NJ 07860
(908) 441-1900
www.NewtonKia.com

[redacted]

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR MIKE 884	TAG NO	INVOICE DATE 06/13/17	
[redacted] HAMBURG, NJ [redacted]	LABOR RATE 114.95	LICENSE NO [redacted]	MILEAGE 10,213	COLOR RED/
	YEAR / MAKE / MODEL 17/KIA/SPORTAGE/4DR FWD LX		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. K N D P M 3 A C 6 H 7 [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/13/17	REPRINT# 1
[redacted]	BUSINESS PHONE	COMMENTS		MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------
J# 1 09K12 ELECTRICAL MINOR TECH(S):52 INTERNAL
C/S DASHBOARD IS "MELTING". ADVISED CUSTOMER NOT TO DRIVE IT
AND CALL ROADSIDE.
DRIVERSIDE MIRROR ALSO MELTING
DPSM CONTACTED AND PICTURES SENT
DPSM OUT OF OFFICE. WILL RESPOND ONCE RETURNS AND WE WILL
REACH OUT AND CONTACT CUSTOMER.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2+17K1Z FITTINGS & HARDWARE TECH(S):99 0.00
CUSTOMER STATES KEY FOB NOT WORKING
DEAD BATTERY
REPLACED BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	95430-U2032	BATTERY,	7.42	7.42	7.42
					TOTAL - PARTS	7.42

JOB# 2 TOTALS----------

PARTS	7.42
JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL	7.42

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		2.00
			TOTAL - MISC	2.00

COMMENTS----------
ROADSIDE

PAGE 1 OF 2 [CONTINUED ON NEXT PAGE] 04:51pm The Reynolds and Reynolds Company [redacted]

PAGE 2 OF 2

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Reorder

ELRAC, LLC, 33 ROUTE 206, AUGUSTA, NJ 07822 (973) 383-7010

[redacted]

RENTER
[redacted]

DATE & TIME OUT
07/13/2017 12:37 PM
DATE & TIME IN
07/22/2017 11:28 AM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
PGAR

VEH #1 2017 DODG DURA GTN2
VIN# 1C4RDHDG6HC[redacted]
LIC#[redacted]
MILES DRIVEN 800
CAR CLASS: PGAR

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	07/13 - 07/22	9	DAY	$51.99	$467.91
REFUELING CHARGE	07/13 - 07/22				$0.00
			Subtotal:		**$467.91**
Taxes & Surcharges					
DOMESTIC SECURITY FEE	07/13 - 07/22	9	DAY	$5.00	$45.00
NEW JERSEY STATE SALES TAX	07/13 - 07/22			6.875%	$32.48
VEHICLE LICENSE FEE RECOVERY	07/13 - 07/22	9	DAY	$0.50	$4.50
			Total Charges:		**$549.89**
Bill-To / Deposits					
DEPOSITS					($549.89)
Total Estimated Amount Due					**$0.00**

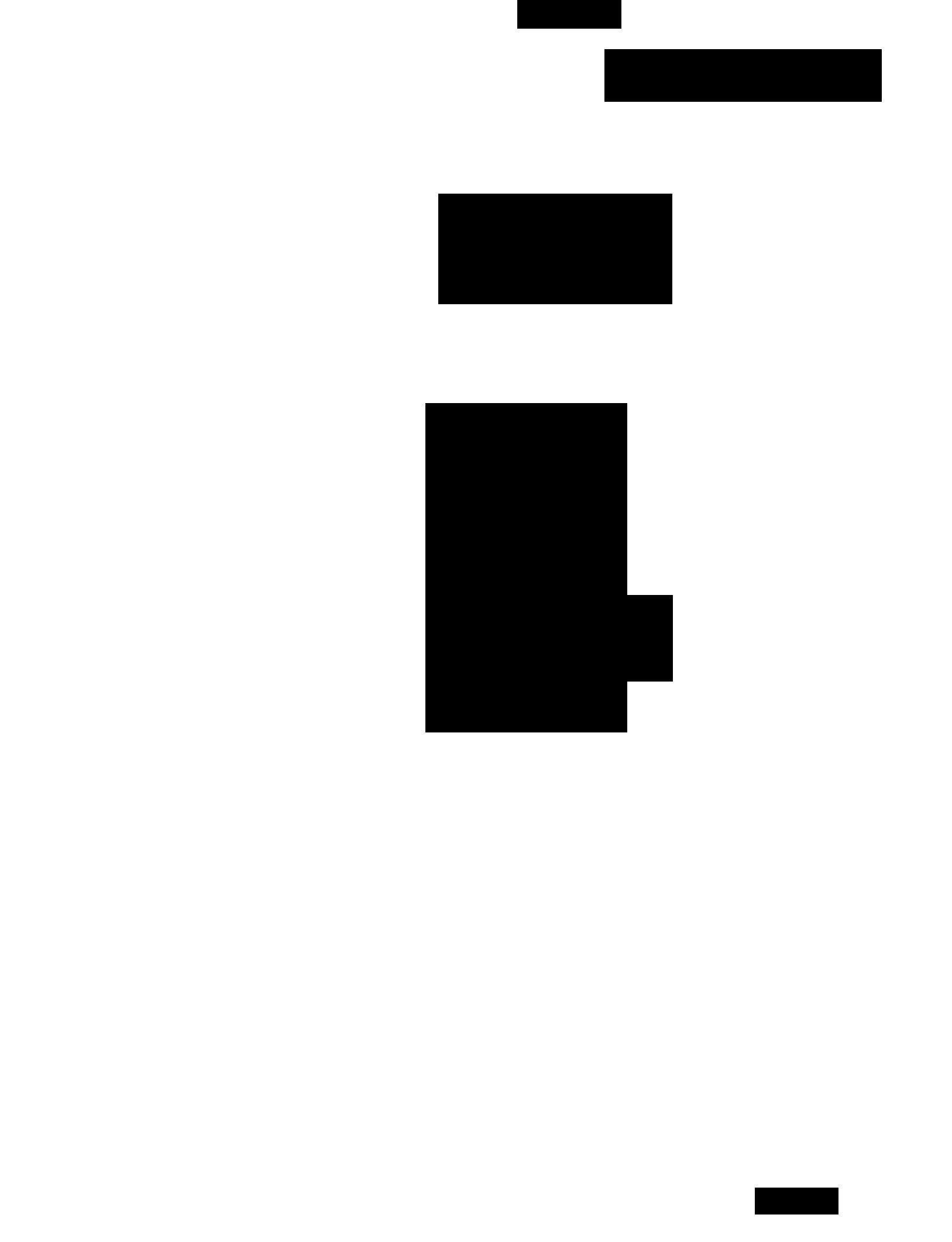
PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$549.89	Visa	xxxxxxxxxxx[redacted]

Scannable Document

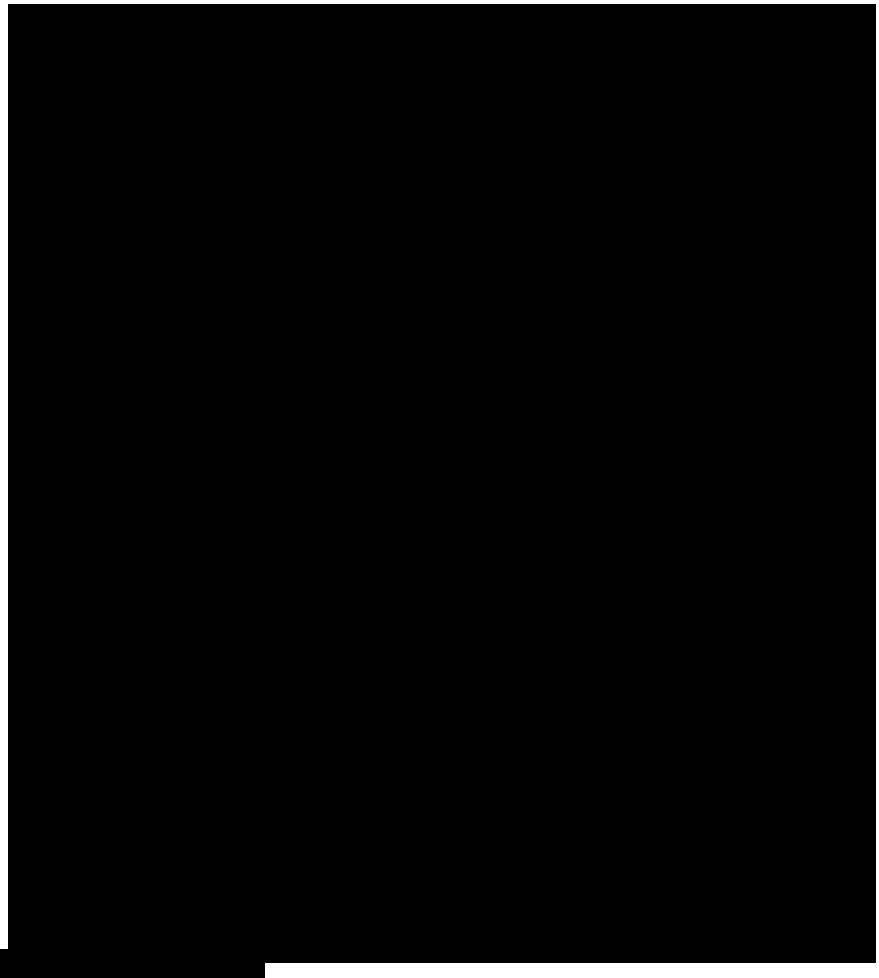
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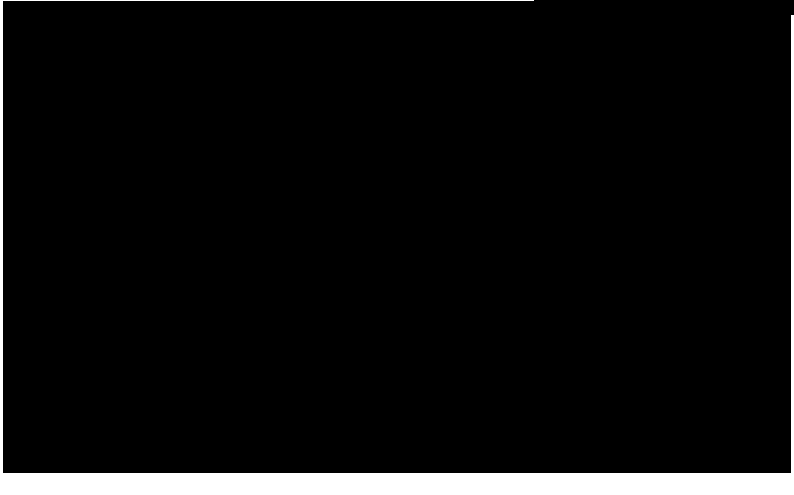
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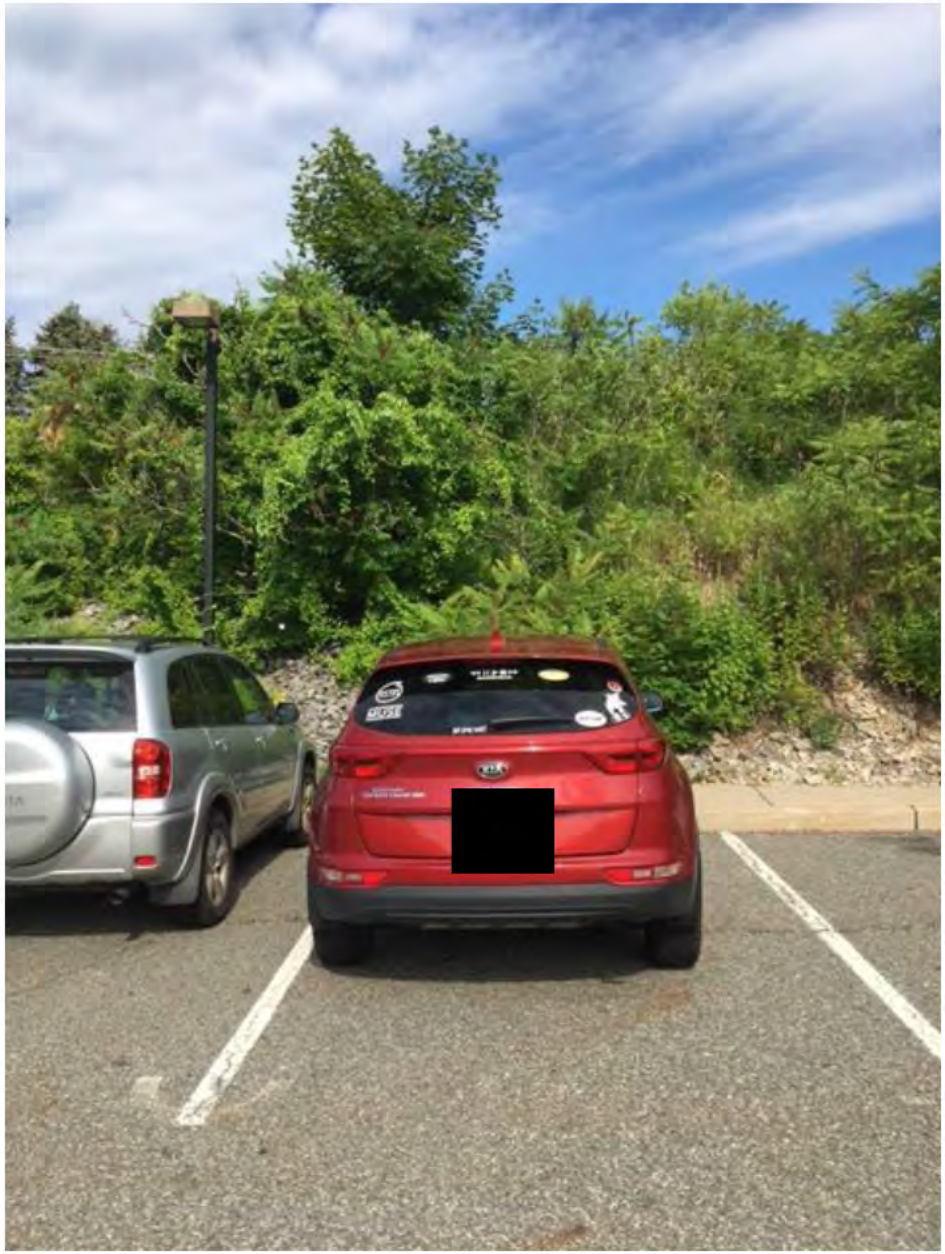


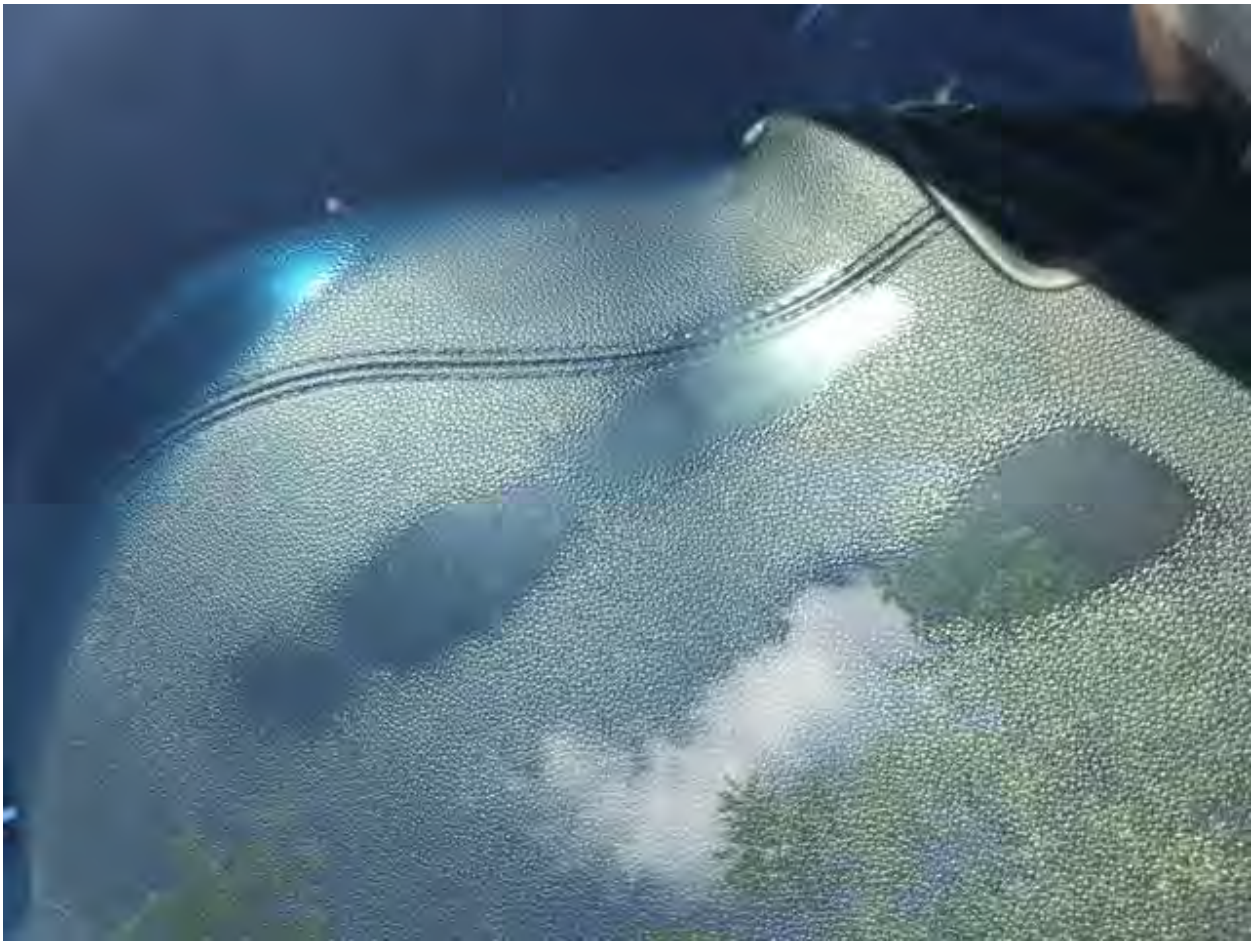














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3 / 14

Reorder

NEWTON KIA
20 Hampton House Rd. (Rte. 206)
Newton, NJ 07860
(908) 441-1900
www.NewtonKia.com

[redacted]

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR MIKE 884	TAG NO.	INVOICE DATE 07/17/17
[redacted]	LABOR RATE 114.95	LICENSE NO. [redacted]	MILEAGE 11,645
HAMBURG, NJ [redacted]	YEAR / MAKE / MODEL 17/KIA/SPORTAGE/4DR FWD LX		COLOR RED/
	VEHICLE I.D. NO. K N D P M 3 A C 6 H 7 [redacted]		DELIVERY DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/17/17
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS	STOCK NO. / DELIVERY MILES / PRODUCTION DATE / SELLING DEALER NO.

MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------

J# 1 17K1Z FITTINGS & HARDWARE TECH(S):52 WARRANTY

C/S DASH IS MELTING AND GETTING WORSE. DIDNT WANT TO DRIVE
BECAUSE IT COULD BE AN ELECTRICAL ISSUE. FIRE ISSUE
CHECKED ELECTRICAL SYSTEM ALONG WITH DPSM AND FOUND NO ELECT
ICAL ISSUES. MELTED DASH IS FROM OUTSIDE INFLUENCE. NOT AN
ELECTRICAL ISSUE.
NOT A ELECTRICAL ISSUE. CAR IS OK TO DRIVE
NOTHING PERFORMED AT THIS TIME.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

COMMENTS----------
ROADSIDE

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**

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MC [ ] DISCOVER *
* *
* [ ] CHARGE [ ] POLICY DEPT. [ ] *
* APPROVED BY [ ] *
****

YOU HAD A CHOICE AND CHOSE US - THANK YOU!
IF YOU RECEIVE A SURVEY. WE ASK THAT YOU GIVE US
THE HIGHEST SCORE. IF YOU FEEL WE DON'T DESERVE IT.
PLEASE CONTACT ME SO I CAN CORRECT YOUR CONCERN.

_____
CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

PAGE 1 OF 1

[END OF INVOICE] 12:06pm

The Reynolds and Reynolds Company ERAINTINV

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SEND SAVE







[redacted]

[redacted]



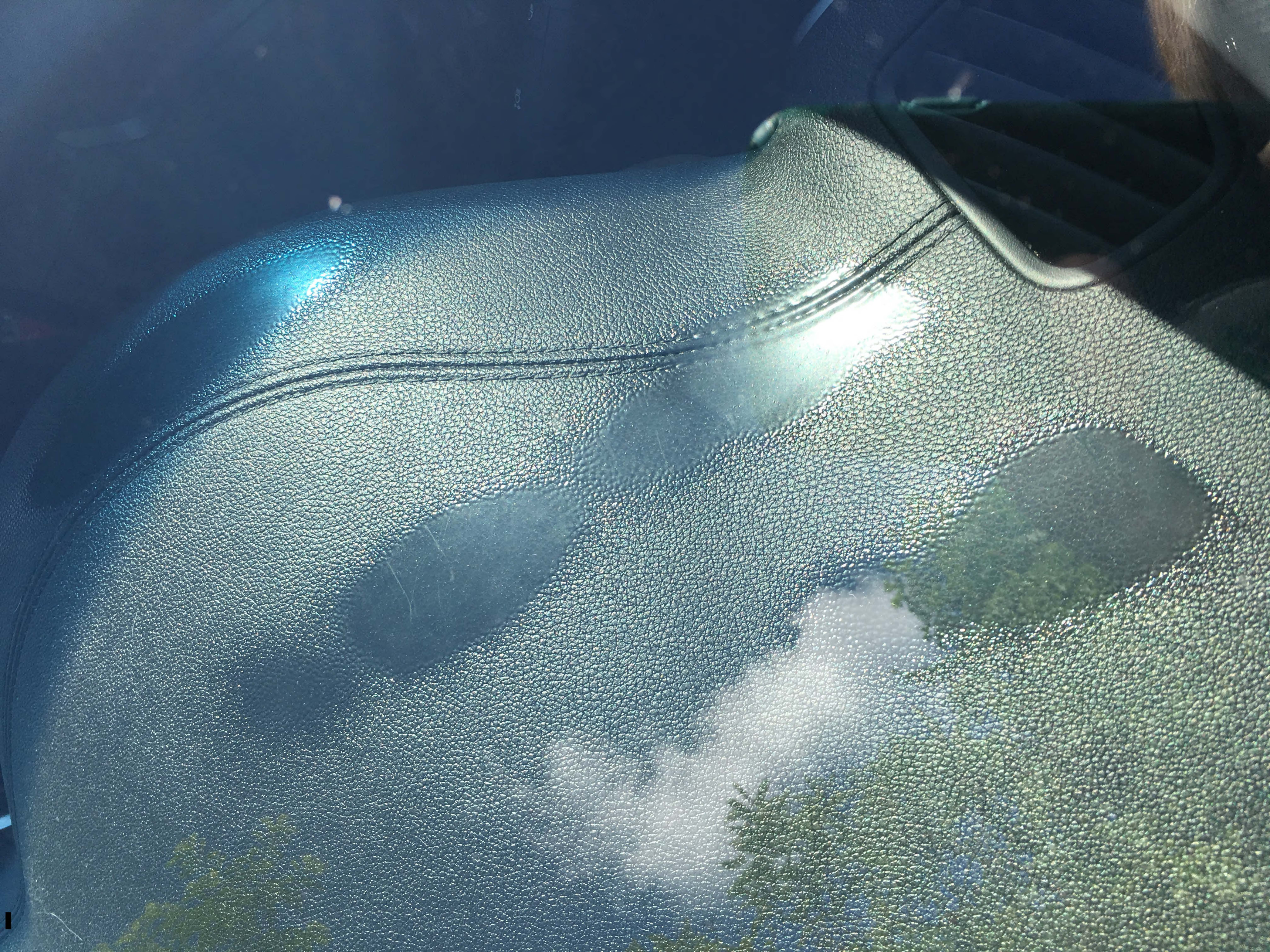


[redacted]









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2 / 14

Reorder

NEWTON KIA
20 Hampton House Rd. (Rte. 206)
Newton, NJ 07860
(908) 441-1900
www.NewtonKia.com

[redacted]

CUSTOMER NO. [redacted]

[redacted]
HAMBURG, NJ [redacted]

RESIDENCE PHONE [redacted]

BUSINESS PHONE

ADVISOR: MIKE 884	TAG NO.	INVOICE DATE: 06/13/17	CELL [redacted]
LABOR RATE: 114.95	LICENSE NO. [redacted]	MILEAGE: 10,213	COLOR: RED/
YEAR / MAKE / MODEL: 17/KIA/SPORTAGE/4DR FWD LX		DELIVERY DATE	STOCK NO.
VEHICLE I.D. NO.: K N D P M 3 A C 6 H 7 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE: 06/13/17	REPRINT# 1
COMMENTS			MO: [redacted]

TOTALS----------

```
**************************************************
*                                                *
* [   ] CASH     [   ] CHECK  CK NO. [      ]    *
*                                                *
* [   ] VISA     [   ] MC     [   ] DISCOVER      *
*                                                *
* [   ] CHARGE   [   ] POLICY DEPT. [      ]     *
*                APPROVED BY [      ]            *
**************************************************
```

TOTAL LABOR....	0.00
TOTAL PARTS....	7.42
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.65
TOTAL INVOICE $	**10.07**

YOU HAD A CHOICE AND CHOSE US - THANK YOU!
IF YOU RECEIVE A SURVEY, WE ASK THAT YOU GIVE US
THE HIGHEST SCORE. IF YOU FEEL WE DON'T DESERVE IT,
PLEASE CONTACT ME SO I CAN CORRECT YOUR CONCERN.

CUSTOMER SIGNATURE

PAGE 2 OF 2

[END OF INVOICE] 04:51pm

The Reynolds and Reynolds Company ERAINTINVE

PAGE 1 OF 1

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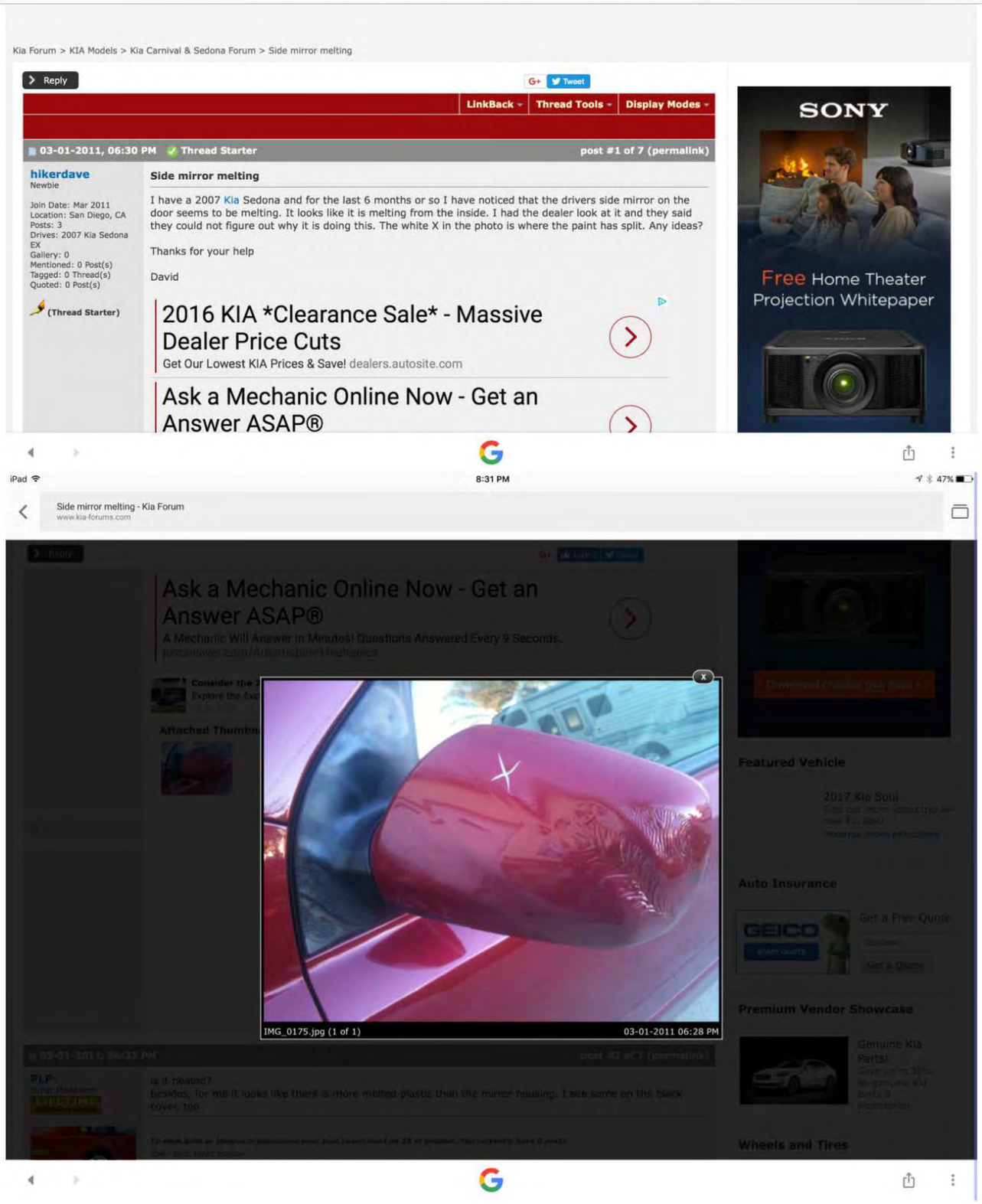
Mailboxes

Stepwitch
Drafts
GIRLS
Girls' School
[redacted]
School
[redacted]
School
IMPORTANT
FOLLOW UP
IMPORTANT SHIT
Kia Melting
LENA
[redacted]NCIDE
Notes
ONLINE RECEIPT
PERSONAL INJUR
PICTURES
PW Resets
Updates

Cancel

Found other incidents of Kias melting!.....

Send



Sent from my iPad

8/18/17
Details
CM
y receipts and bills
com> wrote:
reply" thread, does that
nce but here goes!

I Hi The

BIU

ELRAC, LLC, 3672 STATE RT 94 STE 2, HAMBURG, NJ 074199670 (973) 209-6588

[redacted] AGREEMENT [redacted]

RENTER
[redacted]

DATE & TIME OUT
06/12/2018 08:35 AM
DATE & TIME IN
06/19/2018 08:53 AM

BILLING CYCLE
CALENDAR DAY

CAR CLASS CHARGED
FCAR

VEH #1 2018 DODG CHAR SXTP
VIN# [redacted]
LIC# [redacted]
MILES DRIVEN 908
CAR CLASS: FCAR

CLAIM INFO
INSURED

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	06/12 - 06/18	1	WEEK	$220.00	$220.00
TIME & DISTANCE	06/19 - 06/19	1	DAY	$42.99	$42.99
DW	06/12 - 06/19	8	DAY	$16.99	$135.92
FUEL SERVICE OPTION	06/12 - 06/19				$47.88
				Subtotal:	**$446.79**
Taxes & Surcharges					
DOMESTIC SECURITY FEE	06/12 - 06/19	8	DAY	$5.00	$40.00
SALES TAX	06/12 - 06/19			6.625%	$26.69
VEHICLE COST RECOVERY FEE	06/12 - 06/19	8	DAY	$0.50	$4.00
				Total Charges:	**$517.48**
Bill-To / Deposits					
DEPOSITS					($517.48)

Total Estimated Amount Due **$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$517.48	Visa	xxxxxxxxxxx[redacted]

[redacted]

TOWN 2 AUTO BODY

TOWN2@EARTHLINK.NET
97 ROUTE 23, HAMBURG, NJ 07419
Phone: (973) 875-6260
FAX: (973) 702-1314

Workfile ID: [redacted]
Federal ID: [redacted]
License Number: [redacted]

Estimate of Record

Customer: [redacted] **Job Number:**

Written By: Ron Kyzer, 4/3/2018 12:41:06 PM
Adjuster: SPEALMAN, KRISTOPHER, (410) 771-8012 Business

Insured:	[redacted]	Policy #:	[redacted]	Claim #:	[redacted]
Type of Loss:	COMP - Comprehensive	Date of Loss:	5/31/2017 12:00 PM	Days to Repair:	0
Point of Impact:	18 Front & Rear				

Owner:
[redacted]
[redacted]
Hamburg, NJ [redacted]
[redacted] Cell

Inspection Location:
TOWN 2 AUTO BODY
97 ROUTE 23
HAMBURG, NJ 07419
Repair Facility
(973) 875-6260 Business

Insurance Company:
WAUSAU UNDERWRITERS INSURANCE COMPANY
Hunt Valley Claim Office
11350 McCormick Road
Suite 301
Hunt Valley, MD 21031
(800) 241-3238 Business

VEHICLE

2017 KIA Sportage LX FWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection RED

VIN:	KNDPM3AC6H7[redacted]	Interior Color:		Mileage In:	23,191	Vehicle Out:	
License:	[redacted]	Exterior Color:	RED	Mileage Out:			
State:		Production Date:	7/2016	Condition:		Job #:	

TRANSMISSION
Automatic Transmission

POWER
Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors

DECOR
Dual Mirrors
Privacy Glass
Console/Storage
Overhead Console

CONVENIENCE
Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Backup Camera w/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

SEATS
Cloth Seats
Bucket Seats

WHEELS
Aluminum/Alloy Wheels

PAINT
Clear Coat Paint

OTHER
Rear Spoiler

[redacted]

Estimate of Record

Customer: [redacted] **Job Number:**

2017 KIA Sportage LX FWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection RED

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	**FENDER**							
2		Repl	LT Corner trim w/o satin finish	86180D9000	1	50.91	0.1	0.0
3	**INSTRUMENT PANEL**							
4		Repl	Instrument panel w/stitching black	84710D9200WK	1	1,240.76	6.1	0.0
			Note: NOTE; See Guide To Estimating, SPECIAL PRECAUTIONS, RESTRAINT SYSTEM (Air Bag).					
5	**FRONT DOOR**							
6		Repl	LT Door trim panel w/o leather black	82307D9000WK	1	338.58	0.8	0.0
7		Repl	LT Mirror assy w/o power folding w/o heated	87610D9100	1	303.00	0.4	0.6
8			Add for Clear Coat		0	0.00	0.0	0.1
9	*	R&I	LT Water shield		0	0.00	0.2	0.0
10	**MISCELLANEOUS OPERATIONS**							
11	#	R&I	D & R Battery		0	0.00	0.2	0.0
12	#	Repl	Hazardous Waste Removal		1	3.50	0.0	0.0
13	#		Flex Additive		1	5.00	0.0	0.0
14	#	Rpr	Reset Electrical		0	0.00	0.5	0.0
				SUBTOTALS		**1,941.75**	**8.3**	**0.7**

NOTES

Estimate Notes:
Vehicle owner has stated that the driverside front door is leaking in the sill plate area. Vehicle owner has a video showing water in that area. Owner has showed pictures of the dash panel damage causing a glare on the windshield creating a potentially dangerous driving condition.

Prior Damage Notes:
None

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				1,941.75
Body Labor	8.3 hrs	@	$ 50.00 /hr	415.00
Paint Labor	0.7 hrs	@	$ 50.00 /hr	35.00
Paint Supplies	0.7 hrs	@	$ 30.00 /hr	21.00
Subtotal				2,412.75
Sales Tax	$ 2,412.75	@	6.6250 %	159.84
Grand Total				**2,572.59**
Deductible				0.00
CUSTOMER PAY				**0.00**
INSURANCE PAY				**2,572.59**

[redacted]

Customer: [redacted] **Job Number:**

2017 KIA Sportage LX FWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection RED

THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS AND/OR LABOR WHICH MAY BE REQUIRED TO RESTORE YOUR VEHICLE TO IT'S PRE-ACCIDENT CONDITION. PART(S) PRICES ARE SUBJECT TO INVOICE

REPLACED PARTS DISCLAIMER: BE ADVISED THAT THE CUSTOMER HAS THE RIGHT TO RECEIVE THE REPLACED DAMAGED PARTS FROM THEIR VEHICLE.IF THE REQUESTED PARTS ARE NOT PICKED UP ON THE DATE THE VEHICLE IS PICKED UP OR THE DATE THE REPAIRS ARE PAID FOR,WHICHEVER COMES FIRST,THEN THE CUSTOMER IS HEREBY NOTIFIED THAT THERE WILL BE A ____ PER DAY FEE FOR STORING THE PARTS.THE PARTS WILL BE HELD FOR A MAXIMUM OF ____ DAYS,AT WHICH TIME THE PARTS WILL BE DISCARDED AT A COST TO THE CUSTOME OF____.

BY INITIALING HERE,THE CUSTOMER WAIVES THE THEIR RIGHT TO RECEIVE THOSE REPLACED DAMAGED PARTS.____

ANY PERSON WHO KNOWINGLY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE OR MISLEADING INFORMATION IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES.

[redacted]

Customer: [redacted] **Job Number:**

2017 KIA Sportage LX FWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection RED

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 ARY2304, CCC Data Date 4/2/2018, 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.

[redacted]

Customer: [redacted] **Job Number:**

2017 KIA Sportage LX FWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection RED

THIS IS NOT AN AUTHORIZATION TO REPAIR. ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL
Please present this Appraisal to the repair facility before repairs begin.
We reserve the right to inspect any additional damage.
** For supplement requests, please follow the instructions below:
**** If the original appraisal was completed by a Liberty Mutual Guaranteed Repair Network shop, please email your supplement request to LMSUPP@libertymutual.com or fax the request to 866-365-6847.
******** In the subject line please include the claim number and the State where the supplement is needed.
**** If the original appraisal was completed by a Liberty Mutual staff appraiser or an Independent appraiser, please contact the appraiser directly; their email address and phone number can be located in the header of the appraisal or in the "Appraiser Information" section at the top of the appraisal.
Supplement requests must include customer name and claim number.
Please provide any available supporting documentation with your request including invoices and photos.
****

If you have RENTAL COVERAGE or are entitled to a Rental due to this loss, Rental will be allowed for the reasonable period necessary to repair your vehicle, subject to any applicable policy provisions, laws or regulations.
If a rental vehicle has not been pre-authorized or you have any questions regarding your rental coverage or eligibility, please contact your adjuster prior to securing a rental vehicle.
Additional rental costs offered through the rental agency are not covered.
****

Liberty Mutual offers body shops fast and convenient service online through our Claim Information Portal. You can check claim status, obtain payment details, view liability status, and much more.
Visit CLAIMINFOPORTAL.LIBERTYMUTUAL.COM to register and login.
****

THE INSURER GUARANTEES THAT IT WILL REPLACE ANY PART IDENTIFIED IN THIS ESTIMATE WHICH IS NOT A NEW ORIGINAL EQUIPMENT MANUFACTURER PART, INCLUDING RECYCLED PARTS MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER OR NEW PARTS NOT MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER, IF A DEFECT IS DISCOVERED.
THIS GUARANTEE WILL BE IN EFFECT FOR AS LONG AS YOU OWN THE VEHICLE DESCRIBED IN THIS ESTIMATE, BUT IT IS NOT TRANSFERABLE TO ANY OTHER PARTY AT ANY TIME. THIS GUARANTEE COVERS THE COST OF THE PART, LABOR TO INSTALL, AND PAINT AND MATERIALS, IF REQUIRED, AS WELL AS THE COST OF RENTAL OF A TEMPORARY REPLACEMENT VEHICLE DURING THE REPAIRS. THIS GUARANTEE DOES NOT COVER CONSEQUENTIAL DAMAGES.
IF A DEFECT IS DISCOVERED IN ANY RECYCLED PARTS MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER OR NEW PARTS NOT MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER THAT ARE USED IN REPAIR OF YOUR VEHICLE, CONTACT YOUR ADJUSTER OR AGENT IMMEDIATELY, AND WE WILL REPLACE THE PART WITH A NEW ORIGINAL EQUIPMENT MANUFACTURER PART.

[redacted]



[redacted]
Randolph, NJ [redacted]
July 27, 2017

RECEIVED
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CONSUMER

E.S. Chung, President/CEO
Kia Motors Corporation
Corporate Offices
11 Peters Canyon Road
Irvine, CA 92606

Dear Mr. Chung:

Enclosed are two letters I have previously sent to Kia Motors.

The first letter was addressed to you three years ago—to compliment Kia for its 2015 Kia Rio and also the salesperson (Jamaal Ford) at Gateway Kia (Denville, NJ) who helped my daughter lease the vehicle.

The second letter was addressed to Executive VP Michael Sprague nearly two weeks ago --to ask for assistance in replacing a dysfunctional 2017 Kia Sportage which my daughter had leased about eight months ago.

Mr. Chung, I am requesting that you look into this matter...because my daughter has been unable to get appropriate and respectful treatment from anyone else at Kia Customer Service!

[redacted] case # [redacted] has done all she can to remediate a very frustrating and very unfair situation. She has brought her car into service THREE TIMES, but *nothing* has been done to diagnose and repair the damage. She has repeatedly called service people and customer service people—but has received *no satisfactory response* from those who are supposed to manage customer issues.

Mr. Chung, I don't believe this is the kind of treatment that you feel is representative of the Kia Motors Corporation. Certainly it undermines the credibility of Kia's 5 year/60K miles warranty!

Please, please do what you can to resolve my daughter's dilemma. Thank you for your time and attention.

Sincerely yours,

[redacted]

[redacted]

[redacted]
Randolph, NJ [redacted]
October 30, 2014

E.S. Chung, President/CEO
Kia Motors Corporation
Corporate Offices
11 Peters Canyon Road
Irvine, CA 92606

Dear Mr. Chung:

On Monday of this week (10/27/14) my wife and I escorted our daughter, [redacted] to the Kia dealer on [redacted] in Denville (NJ). *We had an excellent experience!*

Gateway Kia's rep **Jamaal Ford** treated [redacted] with the respect she deserves. I am sure it's the respect he shows all potential customers. Jamaal worked very hard to put [redacted] into a Kia despite her restricted budget. It wasn't easy, but he succeeded.

Jamaal patiently evaluated her desire and her credit, and then found a 2015 Kia Rio that she was able to lease for 42 months. I can't tell you how excited [redacted] was—it is the first brand-new vehicle she has ever owned!

While this Kia is a "base model," still it is a beautiful, economical—and safe—vehicle! [redacted] really loves driving it. (And her two daughters enjoy riding in it with Mom.)

My wife [redacted] and I are so happy for [redacted] And we are appreciative of the demeanor of the Kia rep **Jamaal Ford**.

I hope [redacted] continues to enjoy her Kia for a long time, and I trust that her '15 Kia will serve her well for the duration of her lease.

Thank you for your time.

Sincerely yours,

[redacted]

[redacted]

[redacted]
Hamburg, NJ [redacted]
July 14, 2017

Michael Sprague
CEO/Executive Vice-President
Kia Motors America Headquarters
111 Peters Canyon Road
Irvine, CA 92606

Dear Mr. Sprague:

I am writing this letter on behalf of my daughter [redacted] who is currently leasing a 2017 Kia Sportage. Until about a month ago, [redacted] was extremely happy with her vehicle; in fact, it was her second Kia lease with Gateway Kia of Denville (NJ), and she was anticipating buying the vehicle. However, then something so *unusual* and, to be honest, *shocking* happened....

[redacted] left her house for work one morning in early June—and noticed that her dashboard appeared to be "melting" (the pebbled surface was turning smooth in spots)! Shortly thereafter, she noticed the same thing was happening to the plastic frame of her side view mirror.

She called Kia's roadside assistance and the vehicle was towed to the Newton (NJ) Kia repair service center.

The Kia advisor Mike filled out a form that confirmed [redacted] statement of the vehicle's condition. However, he stated that the DPSM was "out of the office" but "we will reach out and contact the customer as soon as possible." Sadly, this DID NOT HAPPEN. (The car was returned to her since the problem was deemed to be "not electrical.")

Though the DPSM was due back from vacation just a few days later (Monday), there was no contact from Newton Kia all the next week.

[redacted] called back a week later —and her phone calls were handled with *rudeness and disrespect*. No one showed any willingness to help her. When she tried to ask for another service manager since now Mike was on vacation, an employee named Vic was very rude and said he "didn't have access to Mike's email." [redacted] said, "That's not what I'm asking, I'm asking to speak to another service manager to find out who I can contact myself" at which point Vic said "Sure" and transferred her to the voicemail of a ghost (no name, just said a number). In fact, when she tried calling back, they would not pick up the phone! *Clearly this is not the kind of service which the Kia Corporation advertises.*

I decided to make a call on [redacted] behalf (sometimes men get more respect) with [redacted] by my side. I spoke with Jason from Consumer Affairs on Thursday, July 6th. He was courteous—and sounded genuinely concerned about the situation. He said he would contact people who could provide assistance. And he said he would get back to Amy within 24-48 hours.

However, [redacted] received no call back over the weekend or Monday morning. In the meantime, my wife and I—and [redacted]—noticed that the car's condition was *actually getting worse*: the dashboard melting was expanding, the black plastic window panel was bubbling and starting to

[redacted]

peel away from the window and the red paint on the side view mirror was pitting and bubbling! Amy also realized that she was getting rainwater pooling up on her floorboards recently (she forgot to mention that to Jason). Every time it rains, there is about 10mls of water on her driver's side floorboard and recently she noticed when opening her back doors that rain was also pooling on the back passenger and driver's side floorboards!

I urged [redacted] to call Consumer Affairs again on Monday afternoon (July 10th)—because I began to wonder if the vehicle's "melting condition" could somehow lead to a serious risk (fire).

First she spoke to someone named Kayla. After not hearing back, she called back and wound up speaking with Josh, who did not offer any reasonable resolution: for example, towing the car for diagnosis AND providing a loaner vehicle so she would have a way to get to work while her Sportage was being examined. Josh said that there were NO loaner cars available at any dealer within a decent distance. He said that [redacted] could rent a car herself-- but that Kia only covers up to $30 per day w/o insurance. *This was not reasonable, Mr. Sprague.*

[redacted] does not feel that she should have to pay anything for a rental car since she did not cause this problem. Furthermore, you cannot rent a car in NJ for less than about $60 per day, which is what she currently has to do. She rented a car on Thursday, July 13th, after bringing her car into Newton Kia Service for the second time.

I then decided to call Consumer Affairs again, and spoke with Justina. She was courteous—but could not offer any guarantee that [redacted] vehicle would be examined ASAP and that she would be provided with a vehicle to get to work while the diagnosis was in progress. Justina then called [redacted] and offered the same "solution"-- which was again not a resolution at all.

I am sure you can understand that [redacted] ***does not even want the same vehicle back,*** as it seems to be defective and has too many separate issues to fix. *She also feels it may be unsafe!*

The case was then "escalated" to someone named Gus. Luckily by this time, after [redacted] speaking to many different people, she got a direct line to him. Unfortunately, however, Gus offered nothing more than the same "resolution." When [redacted] explained repeatedly that she didn't even want a loaner or rental, that she just wanted to exchange the car--she didn't even get an answer as to whether that was an option.

Sadly, [redacted] has gotten nothing but a broken record of "what Kia can do for her" and not addressing what she actually wants!

Mr. Sprague, I am shocked that Kia does not provide IMMEDIATE and REASONABLE assistance in such a situation. How would you feel if, in fact, the vehicle DID catch fire? Or if something else happened that led to an accident? [redacted] is a mother of four daughters and a new puppy that are all in the vehicle at various times. ***She absolutely needs a vehicle that can get her to and from work and drive her kids to their activities*—SAFELY**!

The main reason why I have owned three Hyundai vehicles—and why [redacted] has leased two Kia vehicles—is the unique warranty that comes with the purchase/lease of a vehicle from these companies.

However, it certainly has not been acted upon as promised in this situation!

[redacted]

(In fact, Mr. Sprague, I just learned that [redacted] key fob battery died—and had to be replaced—within eight months of her lease, and that [redacted] had to pay a $10 service charge! I find that ludicrous! Compared to the seriousness of the current situation, though, this is a minor annoyance.)

Yesterday morning, July 13, [redacted] took her deteriorating Sportage back to Newton Kia to have it examined again. On the Service Dept.'s recommendation, she spoke with the Sales Manager, Mike (who originally never followed up on the issue). He told her it was the Sales Department's responsibility. Then the sales department manager (Sasha) said it was Service's (Mike's) responsibility!

[redacted] had to physically get both people together while holding her key and asking, "To which one of you am I giving my key???" Is this crazy, or what!

At that point she gave her key to Mike, but she did not see him put up any paperwork or put her key in a plastic envelope (which I believe is the usual process).

No one made any effort to provide her with a loaner car. When she spoke to Sasha the sales manager, he said that he *would* give her a loaner car, that there were in fact available cars, but that his "comptroller" wouldn't allow it. But then he said that loaners go through service only. It was just very confusing to [redacted]—and seemed like nothing more than a run-around.

[redacted] then had to secure a car herself from a local Enterprise center. Someone at Kia did allow for a $30/day allowance for the rental—but that amounts to only half the cost…and does not cover insurance.

When she went back AGAIN to the Kia service desk to ask to be put in some sort of queue for a loaner car, another service employee said, "Well, there's about 12 or 13 people in front of you." [redacted] said she didn't care, that she wanted to be in the queue; he reluctantly agreed to do so—yet he gave her no paperwork or assurance that this would, in fact, occur.

All in all, Mr. Sprague, this has been a very trying, frustrating experience for my daughter. [redacted] put her faith in Kia—and Kia has let her down!

I am asking that you use your authority to see that Amy's situation is resolved immediately—and in the best way possible. Why shouldn't she be given another new Kia Sportage vehicle—one in perfect condition—to replace this obviously defective one?! That *might* restore a measure of confidence in Kia's commitment to stand by its products.

Thank you in advance for your prompt attention to this matter.

Sincerely,

[redacted]

Case # [redacted]
The above address is [redacted] Her phone # [redacted]

[redacted]





