

PE19-004

KIA

DEFECT D

CA FILES

FORTE

2010 FORTE_ACCIDENT
SCRIPTS_ALLEGED DEFECT
D_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

1. Who Owns the Vehicle?

Enterprise <Provide Owner Name, Address, and Phone>

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

Was being rented by [REDACTED]. Veh was not being driven at time of incident. No one was in veh at time of incident. <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

No

4. What is the Age of the Driver?

Renter [REDACTED] years old. <Driver's Age>

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

[REDACTED]/11 in the early morning around 2am-4am <DATE> and <TIME>

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

Veh was in a parking lot I believe. <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

o mph <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

- Her insurance co adjuster said veh parked, unoccupied, & not running
- When renter came out of a club (dont know name of location) in Blue Island, IL at 3am the fire had already been put out
- Either police/fire dept said it looked like it was an electrical fire that had started from under the hood. Apparently the customer did not remember if it was fire dept or police dept who told her that.
- renter was not very forthcoming with info
- Initial info was obtained from renter's grandmother. Renter would not call us back about it
- Insurance company wants a C&O done
- We asked renter for a copy of the police report but the customer sent us a 'Victim Information Notice' <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?

- unknown.
- Incident report says "unit 502" but dont know if that is correct because Chicago is usually seperated by areas- not by units.
- none of the boxes are checked that would state the area of chicago that wrote the report <Officer Name, Department, Badge>

15. What is the Police Report Number?

- [REDACTED], but that does not look like a normal Chicago police reeport#
- 'Victim Information Notice' event# [REDACTED] <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

- GMAC insurance

PO Box 1623

Winston-Salem, NC 27102

- Claim# [REDACTED]

- policy# is not listed

- adjuster: John McCalister. 1-888-233-4575 ext 37772 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?

Dyer Auto Auction. 641 Joliet Street. Dyer IN 46311. 219-865-2361 <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

- Customer's insurance company would like a C&O done because, according to the renter's statement, sounded like was something that was not provoked by the renter & was a veh malfunction.
- We cannot do any investigating prior to informing manuf of incident
- so we are informing manuf so that we can proceed & find out what actually caused the incident. <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

26.

No response selected.

Accident Report

Case [REDACTED]

Report Details

1. Who Owns the Vehicle?

Enterprise Rental Co. <Provide Owner Name, Address, and Phone>

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

[REDACTED] <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]/2011

Approx. 9:10 AM <DATE> and <TIME>

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

Sunny and Dry <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

N/A <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

Renter stated to Enterprise:

Kia Vehicle was headed northbound on [REDACTED] just south of [REDACTED] exit; heading towards Las Vegas

(Do not know what lane renter was traveling in nor speed vehicle was traveling at)

Vehicle began to sputter; CEL and check oil light came on

Vehicle immediately seized up

Customer of vehicle got out and noticed under carriage had caught fire

Customer states tires exploded and vehicle exploded

Only the shell of the vehicle is left entire vehicle burned

[REDACTED] along side of Interstate also caught fire <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?

Several different agencies were involved; CHP; Apple Valley Police Dept and Fire Dept

No police or fire report can be found by Enterprise; nor will these departments confirm there is a report made

Enterprise currently working with Apple Valley Fire Dept to find report

Tow report shows CHP had called to have vehicle towed <Officer Name, Department, Badge>

15. What is the Police Report Number?

n/a <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

No

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

Towed

19. Where is the Vehicle Now?

Vehicle is at Cold Parts storage lot
12167 Arrow Route
Rancho Cucamonga, CA
Yard [REDACTED] Lot # [REDACTED]
<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?

Wanting to file a defective claim against the vehicle; Want inspection of vehicle and reason for vehicle to have caught fire
Vehicle was serviced about 732 miles prior to incident <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

26.

No response selected.

PE19-004

KIA

DEFECT D

CA FILES

FORTE

2010 FORTE_CA
REPORTS_ALLEGED DEFECT
D_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Page 1 of 6

Last name	First name	VIN of	2010 FORTE	Case Number	Mileage
RENT- A	ENTERPRISE-CAR	KNAFU4A20A5			38,611
		Prod. Date:	12/01/2009	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Fire

Kia Case Type Lvl4:

Case History

*** PHONE LOG 08/17/2011 07:09 AM US Mountain Standard Time LSaulls

Abbie with Enterprise Holdings called in:

- 1 Had veh fire of unknown origin & need to start a report so investigation can be done to determine cause of fire
- 2 gave veh info & accident report info
- 3 Renter, [REDACTED], rented veh at 38,611 miles but is unknown the mileage on veh at time of incident
Renter phone# [REDACTED]
- 4 Was towed by a fly-by-night tow unit. They are known to charge ridiculous amounts for towing.
- 5 We had to go pick up veh from them & it is now at Dyer Auto Auction- no repairs done
- 6 We have a repair cost estimate at \$35,000.00
- 7 Enterprise Case# [REDACTED]
- 8 My direct phone# [REDACTED]. Mailing address: [REDACTED], Lombard, IL [REDACTED]

Wrt stated:

- 1 Took accident report
 - 2 If you have any information like copy of police report, photos, etc please send them to Kia
 - 3 Gave National Consumer Affairs PO Box. Gave case#
 - 4 Will forward this information to National office for further research & review
 - 5 Kia National office will contact you within 3 business days & go from there
- thanked & call ended --

*** NOTES 08/17/2011 03:49 PM US Mountain Standard Time LSaulls Action Type:Manager review

***** Forwarding to NCA for further Handling & Review *****

- 1 Caller stated renter alleges veh caught fire while unattended & parked in parking lot
- 2 Caller stated renter alleges police/fire dept stated caused by electrical problem under the hood
- 3 Caller stated renter's insurance company (GMAC) requests C&O done
- 4 Caller requests fire investigated to find actual cause of fire. see accident report.
- 5 Please handle accordingly
- 6 Enterprise rep: Abbie (Holdings dept)- (630) 693-2933.
Renter: [REDACTED]

*** PHONE LOG 09/09/2011 09:45 AM Pacific Daylight Time ThomasT Action Type:Incoming call

Writer states:

1. Called and left a detailed message for Abbie at Enterprise
2. I'm calling to further assist you with your claim
3. I would like to request any pictures, police/fire report, and a C&O report
4. Please feel free to contact me directly at your convenience so that I can best assist you
5. Provided my contact information and the case number
6. I will wait to hear back from Abbie or call back at a later time

*** NOTES 09/29/2011 10:45 AM Pacific Daylight Time ThomasT Action Type:Manager review

TREAD review completed

*** PHONE LOG 10/03/2011 02:57 PM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and left a detailed message for Abbie at Enterprise
2. I'm calling to follow up on your claim number [REDACTED]
3. I would like to assist you with your claim and wanted to get some additional information

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2010 FORTE	Case Number	Mileage
RENT- A	ENTERPRISE-CAR	KNAFU4A20A5			38,611
		Prod. Date:	12/01/2009	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Fire

Kia Case Type Lvl4:

4. In addition, I would like to inquire if you had any pictures, police/fire report, and a cause and origin report
5. When you receive this message, please contact me so we can further discuss your claim
6. Provided my contact information, case number, and email address
7. I will wait to hear back from Abbie or call again on a later date

*** PHONE LOG 11/07/2011 10:13 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and left a detailed message for Abbie at Enterprise
2. I'm calling to follow up on your claim number
3. I would like to assist you with your claim and wanted to get some additional information
4. In addition, I would like to inquire if you had any pictures, police/fire report, and a cause and origin report
5. When you receive this message, please contact me so we can further discuss your claim
6. Provided my contact information, case number, and email address
7. I will wait to hear back from Abbie or call again on a later date

*** PHONE LOG 11/18/2011 03:38 PM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and left a detailed message for Abbie at Enterprise (630.693.2933)
2. I'm calling to follow up on your claim
3. I would like to get some additional information so that I can best assist you
4. When you receive this message please feel free to contact me directly
5. Provided my contact information and the case number
6. No further actions
7. Reviewed with Mwirz, this is the fourth attempt to contact Abbie with no return call
8. Closing case pending customer contact

*** CASE CLOSE 11/18/2011 03:39 PM Pacific Daylight Time ThomasT

Closing case pending contact from Enterprise

*** PHONE LOG 03/26/2012 09:18 AM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received a call from Deborah Levalds, Enterprise Corporate Office who stated:

1. I was calling to check status on Case No.
2. 2010 Forte Sedan, last eight of the VIN are A5

Wtr stated:

1. This case was being handled by TThomas who is on vacation until Thursday, March 29, 2012.
2. This case was closed pending receipt of photos, police/fire reports, etc.

Deborah Levalds, Enterprise stated:

1. I thought I had sent requested information to MWirz in January 2012.

Wtr stated:

1. Wtr apologized, however, we do not have a record of receiving any of the requested information from Enterprise
2. Please forward information to wtr and wtr will print it out for review by MWirz.
3. Gave wtr's e-mail address.

Deborah Levalds, Enterprise stated:

1. Thanks for your assistance in this matter.

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
RENT- A	ENTERPRISE-CAR	KNAFU4A20A5			38.611
		Prod. Date: 12/01/2009	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Fire

Kia Case Type Lvl4:

*** PHONE LOG 03/26/2012 12:45 PM Pacific Daylight Time MHillegas Action Type:Web Contact

Wtr received an e-mail from Deborah Levalds, Enterprise with the following documents attached:

1. Rental agreement.
2. Police report
3. Maintenance/service records
4. Photos
5. Wtr attaching documents to case.

*** PHONE LOG 03/27/2012 04:19 PM Pacific Daylight Time MHillegas Action Type:Incoming call

NCA REVIEWED CASE WITH KMA LEGAL DEPT. AND WAS ADVISED:

1. NCA TO REQUEST PHOTOS AND POLICE REPORT FROM PRIOR ACCIDENT ON [REDACTED] 11.
2. NCA TO REQUEST IF C&O REPORT WAS DONE BY GMAC INSURANCE (RENTER'S INSURANCE CO.).

*** PHONE LOG 04/04/2012 03:30 PM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and left a detailed message for Deborah Levalds at Enterprise
2. I'm calling to follow up on your claim
3. We were able to complete our review and I wanted to follow up with you to request pictures and the police report from the accident on [REDACTED]/11
4. In addition I would also like to request a C&O report
5. When you receive this message please feel free to contact me directly so we can further discuss your claim
6. Provided my contact information and the case number

*** PHONE LOG 04/09/2012 02:38 PM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and spoke with Deborah Levalds at Enterprise (314.512.2258)
2. I'm calling to follow up on your claim
3. I received the documents you sent in for review
4. We were able to complete our review and I wanted to follow up to request additional information
5. I would like to request pictures and the police report from the accident on [REDACTED] 12
6. In addition I would like to request the C&O report from the recent event

Deborah Levalds at Enterprise states:

1. I do have pictures and the police report from the accident in May of last year
2. I will email those to you for your review
3. We do not have a C&O report
4. We have not sent an inspector to look at the car as of today

Writer states:

1. Ok, thank you
2. Go ahead and send me the pictures and police report from the prior accident
3. I will notify our engineer that a C&O report is not available
4. I will review the information we have available and follow up with you to further assist you with your claim

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
RENT- A	ENTERPRISE-CAR	KNAFU4A20A5			38.611
		Prod. Date: 12/01/2009	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Fire

Kia Case Type Lvl4:

*** PHONE LOG 04/17/2012 10:28 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and spoke with Deborah Levalds at Enterprise (314.512.2258)
2. I wanted to follow up on your claim
3. I never received your email and wanted to make sure you have the correct email address

Deborah Levalds states:

1. I actually just sent the email this morning
2. Let me see what address I sent it to
3. I sent the email to tthomas@kiausa.com

Writer states:

1. There is a "t" missing on my email address, it's ttthomas@kiausa.com

Deborah states:

1. Ok, I will resend it now

Writer states:

1. Thank you
2. Received an email from Deborah with the requested documents attached
3. I will attach to the case
4. Will complete my review and follow up accordingly

*** PHONE LOG 04/25/2012 10:04 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Case pending legal review

*** PHONE LOG 05/07/2012 05:14 PM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and spoke with Deborah Levalds at Enterprise
2. I was able to complete my review of the provided documents and wanted to follow up to further assist you with your claim
3. Based on the information provided I noticed the renters insurance company requested to inspect the vehicle and complete a C&O report
4. It was mentioned that the inspection of the vehicle could not be completed until KMA was notified
5. We are fine with the renters insurance company inspecting the vehicle and providing a C&O for further review if a defect is identified

Deborah Levalds states:

1. Thank you for the follow up call
2. I'm going to go through our claim and follow up with the renters insurance company to get an update
3. If they still wish to have the vehicle inspected I will notify them they can go ahead and do so
4. I will look into this a little more and let you know

Writer states:

1. Ok, thank you
2. Just follow up and provide an update when you have additional information

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
RENT- A	ENTERPRISE-CAR	KNAFU4A20A5			38.611
		Prod. Date: 12/01/2009	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Fire

Kia Case Type Lvl4:

*** PHONE LOG 05/16/2012 02:15 PM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and left a detailed message for Deborah at Enterprise
2. I'm calling to request an update on your claim
3. The last time we spoke you were going to follow up with the renters insurance to ask for an update
4. I wanted to see where we were at on this
5. When you receive this message please feel free to contact me directly
6. Provided my contact information and the case number

*** PHONE LOG 05/22/2012 01:17 PM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. NCA reviewed case with legal
2. We were notified by Enterprise that the customers insurance company wanted to have a C&O report completed, but need to notify the Manufacturer prior to doing so
3. Based on the extent of the fire we are unable to determine the exact cause and origin of the fire
4. At this time we will refer this matter back to Enterprise and the customers Insurance company for further handling and inspection
5. If a defect is determined then they will provide a C&O report and we will further review the claim at that time
6. I will follow up with Deborah to notify her accordingly

*** PHONE LOG 05/22/2012 02:14 PM Pacific Daylight Time ThomasT Action Type:Incoming call

Writer states:

1. Received a call from Deborah Levalds at Enterprise
2. Thank you for calling back

Deborah Levalds states:

1. I called and spoke with the customers insurance company
2. They informed us that the vehicle was wrapped and placed on hold until further notice
3. Do you know if Kia would like to inspect this vehicle or not

Wrier states:

1. At this time we do not wish to be apart of the inspection
2. The insurance company can go out to inspect the vehicle
- 3 If they determine there was any defect that contributed to this event then they can provide their C&O report for us to further review

Deborah at Enterprise states:

1. Ok, thank you for that information
2. Can you just put that in writing for me and email the letter to me

Writer states:

1. Yes, I will draft a letter and email it to your attention

*** NOTES 05/29/2012 08:08 AM Pacific Daylight Time ThomasT Action Type:Manager review

Writer states:

1. Drafted denial letter per request
2. Emailed the letter directly to Deborah Levalds at Enterprise
3. Attached a copy to the case
4. No further actions

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
RENT- A	ENTERPRISE-CAR	KNAFU4A20A5			38.611
		Prod. Date:	12/01/2009	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Fire

Kia Case Type Lvl4:

5. Closing case

*** CASE CLOSE 05/29/2012 08:09 AM Pacific Daylight Time ThomasT
Emailed denial letter

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
RENTAL	ENTERPIRSE	KNAFU4A25A5			37,142
		Prod. Date:	01/06/2010	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Fire

Kia Case Type Lvl4:

Case History

*** PHONE LOG 09/16/2011 03:12 PM US Mountain Standard Time JJenkins Action Type:Incoming call

Customer states:

- 1 Libby Poehling from Enterprise Rental Co.
- 2 Wanting to call about a Kia vehicle that has caught fire while one of our renters was using vehicle
- 3 We do have a recorded statement from the renter

Wrt stated:

- 1 Apologized
- 2 Took accident report
- 3 If you have any information like copy of police report, photos, etc please send them to Kia
- 4 Gave National Consumer Affairs PO Box. Gave case#
- 5 Will forward this information to National office for further research & review
- 6 Kia National office will contact you within 3 business days
- 7 At that time they will advise who your case mgr is, their contact info, & any status updates

*** NOTES 09/16/2011 03:22 PM US Mountain Standard Time JJenkins Action Type:Manager review

Dispatch for:

- 1 Alleged product liability; Fire
- 2 Assist determination
- 3 Customer contact

*** PHONE LOG 09/19/2011 09:59 AM Pacific Daylight Time JeffStroup Action Type:Outgoing call

Wtr left voicemail for Libby at ELCO to call back.

*** NOTES 09/23/2011 08:12 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.

NCA rec'd letter from Enterprise

Letter states:

1. Enclosed is documentation of our claim for the damage to the Enterprise vehicle:
 - Copy of renters rental agreement,
 - Color photos of the damage,
 - Maintenance records,
 - We have been unable to locate a police report but I have included the tow invoice that clearly shows CHP requested the tow on behalf of our customer.

Attaching to case and re-assigning to JStroup for further handling.

*** PHONE LOG 09/26/2011 01:20 PM Pacific Daylight Time JeffStroup Action Type:Outgoing call

Wtr left voicemail for Tamara Loud from ELCO to call back.

*** PHONE LOG 09/26/2011 03:23 PM Pacific Daylight Time JeffStroup Action Type:Incoming call

Tamara from ELCO called and stated;

1. returning your call
2. yes, that is all the information i show for the vehicle
3. the dodge vehicle was just input in your file in error
4. thank you

wtr stated:

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
RENTAL	ENTERPIRSE	KNAFU4A25A5			37,142
		Prod. Date: 01/06/2010	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Fire

Kia Case Type Lvl4:

1. wanted to make sure i had all the information before i submitted for review
2. i see oil changes at 6704, 17221, and 36410 mileages
3. there is also a non kia vehicle oil change in this file
4. i just wanted to confirm that we have all the information
5. i will have this claim reviewed and then contact you back

*** NOTES 09/26/2011 03:24 PM Pacific Daylight Time JeffStroup Action Type:Manager review
wtr will review case

*** PHONE LOG 10/04/2011 10:41 AM Pacific Daylight Time JeffStroup Action Type:Outgoing call
Wtr left voicemail for Tamara at ELCO to call back.

*** PHONE LOG 10/12/2011 02:41 PM Pacific Daylight Time JeffStroup Action Type:Outgoing call
Wtr spoke with Tammy at ELCO and stated:

1. calling in reference to vehicle
2. your case has been reviewed
3. at this time, we do not wish to inspect this vehicle
4. if this was due to engine fire where engine was the cause, we possibly would be denying the claim
5. the reason is due to only 3 maintenance records on the vehicle
6. mileages at 6,704 17,221 and 36,410, the difference is 10,517 and then 19,159 miles inbetween oil changes.
7. yes, that is all the maintenance records that you supplied
8. if your team does find a manufacturing defect, please let us know
9. again, at this time we do not wish to inspect the vehicle.

Tamara stated:

1. thank you for calling me
2. is that all the records we supplied?
3. let me see if there are other oil change records
4. right now the vehicle is with our other dept and they will inspect the vehicle
5. so you dont want to look at the car now?
6. thank you

*** CASE CLOSE 10/28/2011 08:32 AM Pacific Daylight Time JeffStroup
wtr closing case pending further contact from ELCO.

*** PHONE LOG 12/06/2011 02:41 PM Pacific Daylight Time JeffStroup Action Type:Web Contact
Libby called and stated:

1. i am taking over the case now
2. that is all the maintenance records we have
3. tamara was thinking that it might be a possible denial
4. if it is a denial, please send a letter

wtr stated:

1. yes, last time tamara and i spoke she was going to find out if there was more maintenance records
2. i will have the case reviewed
3. if it is a denial then i will forward a letter to you.

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2010 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
RENTAL	ENTERPIRSE	KNAFU4A25A5			37,142
		Prod. Date:	01/06/2010	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Fire

Kia Case Type Lvl4:

*** NOTES 12/06/2011 02:55 PM Pacific Daylight Time JeffStroup Action Type:Manager review
wtr reviewed case with legal
1. deny due to lack of maintenance

*** NOTES 12/06/2011 02:55 PM Pacific Daylight Time JeffStroup Action Type:Manager review
wtr sending denial letter out this date
wtr closing case pending further contact from ELCO

*** CASE CLOSE 12/06/2011 02:56 PM Pacific Daylight Time JeffStroup

PE19-004

KIA

DEFECT D

CA FILES

FORTE

2012 FORTE_ACCIDENT
SCRIPTS_ALLEGED DEFECT
D_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

[REDACTED] [REDACTED]

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

[REDACTED]

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?

Ex-Wife and 2 kids EX: [REDACTED] :Kids: [REDACTED] and [REDACTED]

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

jewelry

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

[REDACTED]/2017 07:30:00

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

No damage to anything other than car

B-2) What time was 911 called?

between 11:30 and 12

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

N/A

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

In drivethru of [REDACTED] and car started smoking so turned off and back on and then it started smoking and then was pushed to parking lot. smoke started coming out black then car caught 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?

[REDACTED]

C-1) Which fire agency responded?

Regular firefighters?

C-2) What is the fire report number?

have to pick up report

D-1) Where is the vehicle now?

At [REDACTED] still

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?

For reimbursement for her vehicle and lost jewelery

PE19-004

KIA

DEFECT D

CA FILES

FORTE

2012 FORTE_CA
REPORTS_ALLEGED DEFECT
D_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2012 FORTE	Case Number	Mileage
		KNAFU4A20C5		107,000
		Prod. Date: 02/03/2012	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 12/20/2017 09:56:38 ***

Contact = Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 12/20/2017 09:57:35 and created by Xavier Bonner ***

Customer

1. Vehicle caught fire in drive through, i have no vehicle now need to know what to do

WRT

1. Apologized, stated need to run fire script and will send case up to national department to get taken care of

run fire script

2. Advised case number and will get a response within the next 2 business days to know whats going to happen next.

Customer

1. Thank you

*** 12/20/2017 10:03:23 ***

Dispatched from WIPBin = Default to Queue National CA by Xavier Bonner

Reason:

*** 12/21/2017 07:38:33 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 12/21/2017 07:48:23 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup

Reason:

*** Phone - Call - Outbound created on 12/22/2017 11:34:34 (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 in a drive through and the car started smoke and then caught on fire

2. Insurance, Freeway Insurance, was contacted but they are not doing anything

3. Because the firefighter said that it was a manufacturer electrical issue

4. Do not know if car is still there

Wrt states

1. thank you for information

2. Please provide photos and report

3. Recommend finding out where vehicle is

4. Will review case and follow up.

*** Email - External Email Sent created on 12/22/2017 11:50:34 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Friday, December 22, 2017 11:50 AM

To:

Subject: Kia Motors America

Kia Motors America

Consumer Affairs Department

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A20C5			107.000
		Prod. Date: 02/03/2012	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Hello

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 fire if available. Please send the photos 1 at a time as our system does not accept large file attachments.

Thank you,

*** Phone - Call - Inbound commitment created on 12/22/2017 11:50:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/26/2017 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 12/22/2017 11:50:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/02/2018 and created by Alex Villalpando ***

*** Note - Others created on 01/02/2018 13:53:39 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers.

*** Phone - Call - Outbound created on 01/02/2018 13:54:02 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Have reviewed with KMA engineers
3. After review, unable to offer assistance at this time
4. No evidence of manufacturer defect found at this time
5. Recommend to work with insurance company

Cust states

1. I only had liability
2. Firefighter told me there is a open recall for this

Wrt states

1. Currently checking..
2. Do not see any open recalls at this time

Cust states

1. Okay
2. If I find anything else, can I let you know

Wrt states

1. Yes
2. Please contact me if you have any questions or concerns

*** Phone - Call - Inbound commitment fulfilled on 01/02/2018 16:00:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/02/2018 closed by Alex Villalpando ***

*** 01/02/2018 16:00:51 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Concerns Recorded

[Resolution Summary]

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A2XC5			67.000
		Prod. Date: 04/17/2012	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** 11/06/2018 11:14:22 ***

Contact = Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/06/2018 11:10:52 and created by Issac Carrillo ***

Customer states

1. So I was involved in a fire incident and the my car just blew up.
2. I do not know what I need to do or talk to about this.
3. But my car was on the side pulled off while this happened I saw smoke then I saw fire.

Writer States

1. Apologized.
2. Wrt advised that he would run fire script with cust. then submit over regional dept. for further review.

Customer States

1. Okay that would be great thank you so much.

*** Note - Others created on 11/06/2018 11:17:58 and created by Issac Carrillo ***

CUSTOMER HAD TO GET OFF THE LINE MIDDLE OF SCRIPT PLEASE HELP CUSTOMER & COMPLETE FIRE SCRIPT WHEN SHE CALLS BACK

*** 11/06/2018 11:19:36 ***

Closed by Issac Carrillo with Resolution Code : Concerns Recorded

[Resolution Summary]

PE19-004

KIA

DEFECT D

CA FILES

FORTE

2013 FORTE_ACCIDENT
SCRIPTS_ALLEGED DEFECT
D_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

[REDACTED] [REDACTED]

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

Her boyfriend

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 10:00:00

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

Just her vehicle

B-2) What time was 911 called?

Yes

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

Dry and clear

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

He has slight burns on one of his hands

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

He was driving and he saw smoke and all the lights came on so he pulled over on the freeway and saw the car on fire

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

Engine was 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?

████████ Expressway and the █████ freeway

D-1) Where is the vehicle now?

The guys tow yard

D-2) Have any repairs been completed?

No

D-3) Was the insurance company contacted?

Actually the insurance had just lapsed on my car

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

No

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

I want to know why it would catch fire. I dont know of any recalls on my car. I never got any notifications about them.

Accident Report

Case [REDACTED]

Report Details

1. Who Owns the Vehicle?

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

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

[REDACTED] [REDACTED] left vehicle and saw 2 hrs later that vehicle aflame.
[REDACTED] <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]/13, 7:30 PM <DATE> and <TIME>

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

70 F, clear sky. <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

Vehicle was not mobile. <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

Customer had been driving veh for 10 hrs, left home about 6:30 AM and parked in driveway at around 6 PM. I thought someone was pulling into driveway because I saw a flash and then I saw the car on fire. <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?

Mariana PD phone #: 870-295-2508 <Officer Name, Department, Badge>

15. What is the Police Report Number?

N/A <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

Allstate, 972-518-1717 Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

17. Have You Settled With the Insurance Company?

Yes

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

Towed

19. Where is the Vehicle Now?

Vehicle was at TriCounty Auto today and being taken to Memphis, TN. <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?

Requesting another vehicle. <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

PE19-004

KIA

DEFECT D

CA FILES

FORTE

2013 FORTE_CA
REPORTS_ALLEGED DEFECT
D_EXPANDED SCOPE

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2013 FORTE	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A28D5		90.000
		Prod. Date: 01/23/2013	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

*** 09/27/2018 11:08:38 ***

Contact = Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/27/2018 11:09:03 and created by ANGELA HAYES ***
knafu4a28d5

cust states

- 1 My boyfriend was driving my car back home last night and it caught on fire
- 2 I am trying to get the fire report
- 3 I do not know what company towed the vehicle I was not there

wrt states

- 1 apologize
- 2 Ran script
- 3 gave case #
- 4 adv cust case will be escalated and investigated
- 5 adv cust will be getting a call in 2-3 business days

cust states

- 1 Thank you

*** Phone - Call - Inbound created on 09/27/2018 11:30:37 and created by ANGELA HAYES ***

call to action

- 1 Cust alleges car caught on fire
- 2 Vehicle is in tow yard of towing company
- 3 Customer wants to know why car caught on fire
- 4 Please review and follow up accordingly

*** 09/27/2018 17:15:50 ***

Dispatched from WIPBin = Default to Queue National CA by ANGELA HAYES
Reason:

*** 09/28/2018 08:05:53 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 09/28/2018 08:23:06 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 09/28/2018 13:24:16 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** Phone - Call - Inbound created on 10/01/2018 09:03:11 and created by Brandon Boyd ***

cust states

1. I have a question
2. are they going to look at my car ?
3. if not im having it moved

wrt states

1. apologized
2. i hope everyone is okay
3. your NCA will reach out for more information

cust states

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2013 FORTE	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A28D5		90.000
		Prod. Date: 01/23/2013	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1.thank you

*** Phone - No Callback created on 10/03/2018 08:38:41 (GMT-07:00) Arizona and created by Chistopher Davis ***

Customer states:

- 1.I was supposed to be contacted by a case manager but have not yet
- 2.I need to know what is happening

Writer states:

- 1.Apologized
- 2.I do see case was escalated to NCA
- 3.May i place you on hold and call case manager?

Customer states:

- 1.Yes thanks

Called Samuel / No answer left VM

Writer states:

- 1.Apologized for hold
- 2.I was not able to get a hold of case manager
- 3.I did leave him a VM and he will be notified VIA email that you have called and is needing follow up

Customer states:

- 1.Okay thanks

*** Phone - Call - Inbound created on 10/04/2018 11:05:15 (GMT-07:00) Arizona and created by Debra Rustin ***

Customer states

- 1.i have not heard from my case manager at all

Writer states

- 1.apologised
- 2.he was assigned on friday

Customer states

- 1.im paying \$70 a day to store this car
- 2.i want to give it to pick apart

Writer states

- 1.kia is going to want to look at the veh
- 2.ill let samuel know

*** 10/04/2018 13:08:05 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 9/28 (Friday) and Sub Status of Assigned

*** Phone - Call - Inbound created on 10/04/2018 14:55:36 and created by Krystal Malott ***

customer states

1. can you transfer me to Samuel

writer states

1. apologized
2. advised he is on our NCA team

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2013 FORTE	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A28D5		90.000
		Prod. Date: 01/23/2013	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

3. gave direct number to leave a message

customer states

1. thank you

*** Phone - Call - Inbound created on 10/05/2018 15:25:40 (GMT-07:00) Arizona and created by Chistopher Davis ***

Customer states:

- 1.I need to speak with Samuel's supervisor
- 2.He has yet to reach out to me
- 3.This is unacceptable and i need case resolved

Writer states:

- 1.Apologized
- 2.I do not have access to his supervisor would be
- 3.I can send email to my supervisor to try to reach out and get Samuel to contact you

Customer states:

1.Okay thanks

*** Phone - Call - Inbound created on 10/05/2018 15:37:46 (GMT-07:00) Arizona and created by Chistopher Davis ***

Email sent to TMorales & BHernandez

*** Phone - No Callback created on 10/09/2018 11:35:05 and created by Teresa Quinn ***

cust states

1. I need to speak to your sup
2. Samuel has not called me back
3. I do not want him on my case any longer

wrt states

1. Apologized
2. Will send a no call back to his sup (Verified)

cust states

1. Thanks

*** Phone - No Callback created on 10/10/2018 09:24:04 and created by Christina Steir ***

Customer states:

1. I need a supervisor
2. I was told yesterday I would get a call and still no one has called

Writer states:

1. Apologized
 2. Let me reach out to Samuel Kim and see if available
-Writer called SKim and left VM:.....
3. Sam is currently unavailable
 4. In our current department a supervisor will not help because it has been sent to our National team and they have procedures they follow that we are not aware of
 5. We will send an email to his supervisor with a no callback

Customer stated:

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2013 FORTE	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A28D5		90.000
		Prod. Date: 01/23/2013	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. OK I still want to talk to your supervisor

Writer states:

1. Okay let me see if one is available

.....Writer transferred call to Supervisor AJudson:.....

*** Phone - No Callback created on 10/10/2018 09:36:23 (GMT-07:00) Arizona and created by Albert Judson ***

**** Sup call received from TCS CSteir ****

Customer States:

1. Gave name, wondering what the next step will be for this case.
2. Vehicle is sitting at a place currently and paying \$67 per day for them to hold it.

Writer States:

1. Apologized for delay.
2. Advised customer that writer will send request for contact to NCA.
3. Request customer allow 1-2 days for callback and can contact KCA if no callback received.

Customer States:

1. If I dont hear back today then I will not be calling you guys back.
2. Thanks for your assistance.

**** End of Sup call received ****

*** Email - Internal Email Sent created on 10/10/2018 09:56:26 (GMT-07:00) Arizona and created by Albert Judson ***

<For Internal Use Only

Email sent to CSR SKim & CAFOM JStroup requesting customer contact.>

*** Phone - No Callback created on 10/11/2018 12:38:51 (GMT-07:00) Arizona and created by Debra Rustin ***

states

1. highly upset at the quality that kia is handling my case
2. have called samuel numerous times
3. spoke to a manager yesterday
4. same thing, he will call you
5. i need to know whats going on
6. car sitting in tow yard at \$70 a day
7. thats a lot of money
8. i need to get another car
9. i dont want to have to get a lawyer

Writer states

apologized

2. samuels manager was advised yesterday
3. will also send a no contact

*** Phone - No Callback created on 10/11/2018 12:46:31 and created by Alexis TATE ***

Cust states

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A28D5			90,000
		Prod. Date: 01/23/2013	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. I have been trying to get a hold of Samuel Kim
2. It is very unprofessional.
3. I have been trying to figure out how to get ahold of him.
4. I need to know what to do, my veh in sitting in a tow yard.

Wrt states

1. Apologized, advised I will check into this.
2. Advised that Samuel Sup has been made aware of the issue with CM not contacting.
3. Advised I will notify Sup again.

Cust states

1. I don't blame everyone, but I blame Samuel.

Wrt states

1. Apologized, advised that Sup will be made aware of.

Cust states

1. Thank you.
2. If they don't reach out I will call back tomorrow.

*** Phone - Call - Inbound created on 10/11/2018 13:59:39 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from customer:

1. Hi, my name is [REDACTED]
2. I've been waiting for you to contact me about my car and what I'm going to do about it
3. It's currently sitting somewhere that's charging me money everyday
4. And I was kind of hoping I could figure out when you're going to go out and see it
5. If you could give me a call back at [REDACTED]
6. That would be great, thank you very much

*** Phone - Call - Inbound created on 10/11/2018 14:03:04 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from customer's boyfriend:

1. Alright Samuel
2. My name is [REDACTED] and my girlfriend's name is [REDACTED]
3. I'm pretty sure you're familiar with her name, she filed a case against you guys, her car catching fire and burning down on the freeway
4. I'm the young man that was in that car
5. And she's been trying to get a hold of you and leaving you messages and texts and things like this to try and figure out what's going on with the car
6. And you have yet to get back to her
7. And I just want to let you know that is so unprofessional [REDACTED] especially after something like that has happened
8. So really, you're just making your guys' case worse for Kia because I will take you guys to court and I'll make your head spin so quick [REDACTED] you'll be dizzy for a month
9. So it's not that hard to give us a call back and let us know what's going on
10. Right now, the cars sitting at a tow yard and collecting money at \$60 something dollars a day, to have that thing sit there while you guys [REDACTED] around and wait to go look at it
11. And I'm not paying that first off, you guys are gonna pay that
12. If that means I've got to take you guys to court, then so be it
13. You guys are gonna pay whatever it needs to be paid to get that [REDACTED] car out of there and take it somewhere
14. So I'm not sure if you can tell, but I'm highly upset that a company like Kia can't even manage to give a call back
15. To a young lady with a newborn child that had a car that wasn't even at 90,000 [REDACTED] miles burn to the ground

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Consumer Affairs Department

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Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
		KNAFU4A28D5		90,000
		Prod. Date: 01/23/2013	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

16. It's not that hard man, rememeber the name
17. Also remember the name
18. Please do yourself a favor, do your company a favor and give us a call back and let us know what the progress report is
19. Or I promise I'm gonna find out where your office is at and we're just gonna come there and then we'll talk to your boss and people like that
20. Or I could just start posting on Facebook about how Kia is obviously, obviously not a good company as everybody thinks
21. And I can put up the videos of the car burning down and my arm getting burnt because I was trying to put the fire out
22. Or the fact that I was trying to get my daughter's car seat base out of the back seat while the front seat was on fire
23. You know, I could do any of that
24. Please do your job and give her a call back, thank you very much
25. Oh and if you want to talk to me specifically personally, my phone number is
26. See, sounds like a gingle, can't forget it
27. Thank you

*** Phone - Call - Inbound created on 10/11/2018 14:07:25 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from customer's boyfriend:

1. Hi Samuel
2. This is again, boyfriend
3. So you didn't get back to me so I went ahead and put out 5K to get me a lawyer
4. I gave him your number, I also gave him the other number that I have, the 1(800) number
5. And he said that from now on, there's no reason to contact me or
6. He said he'll get in contact with you
7. And I'm assuming that's not very good for you guys, you know, a big huge company like Kia, you know
8. You guys are probably gonna be having some pretty big legals problems you know, so
9. But you know I tried, I gave you a call and all you had to do was be responsible enough to give me a call back and you didn't
10. So my lawyer will be in touch momentarily I'm sure and I'm sure I'll see you in court eventually
11. Thanks for your time buddy
12. Try to treat your other customers with a little bit more of respect and dignity
13. Especially after their car burns to the ground because of a fault on Kia's part, thanks

*** 10/11/2018 14:09:52 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 10/1 (Monday) and Sub Status of Assigned

*** 10/17/2018 16:44:12 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Samuel Kim with Resolution Code : Concerns Recorded

[Resolution Summary]

Closing case pending attorney contact.

*** 10/29/2018 11:09:49 (GMT-07:00) Arizona ***

Reopened by Chistopher Davis with Sub Status of Working

*** Phone - Call - Inbound created on 10/29/2018 11:10:28 (GMT-07:00) Arizona and created by Chistopher Davis

Customer states:

1. Getting calls from tow yard saying i need to pay for disposal fee
2. Jeff said he was going to pay for disposal of vehicle but now i'm being called

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2013 FORTE	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A28D5		90.000
		Prod. Date: 01/23/2013	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

3.I need this taken care of

Writer states:

- 1.Apologized
- 2.I do see case was closed due to not being contacted back by
- 3.I will reopen and escalate back to national
- 4.Please allow 2-3 business days for contact

customer states:

- 1.Okay thanks

*** Phone - Call - Inbound created on 10/29/2018 11:14:26 (GMT-07:00) Arizona and created by Chistopher Davis ***

Call to action

- 1 Cust alleges car caught on fire
- 2 Vehicle is in tow yard of towing company
- 3 Customer wants to know why car caught on fire/ wants disposal fee taken care of and storage fees
- 4 Please review and follow up accordingly

*** 10/29/2018 11:58:24 (GMT-07:00) Arizona ***

Dispatched from WIPBin = 1.Default to Queue National CA by Chistopher Davis
Reason:

*** 10/30/2018 07:47:16 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 10/30/2018 08:04:34 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 10/30/2018 10:27:00 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** Phone - No Callback created on 10/30/2018 16:15:39 and created by Roberto Salazar ***

Customer States:

1. Requesting a follow up with case manager.
2. I do not want to speak with Samuel Kim.
3. My car is at a tow yard.
4. I was told by Jeff Stroup that someone is going to check the vehicle.

Writer States:

1. Apologized.
2. Will send information to Samuel Kim about the call.

*** Phone - Call - Inbound created on 11/01/2018 15:05:03 and created by Teresa Quinn ***

cust states

1. I need to speak to your sup
2. No offense

wtr states

1. Apologized
2. Advised will get in touch with super (RHall will email for callback)

cust states

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2013 FORTE	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A28D5		90.000
		Prod. Date: 01/23/2013	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. Thanks

*** Note - Others created on 11/06/2018 12:32:44 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

<For Internal Use Only

If customer calls back, please obtain location of vehicle.>

*** 11/06/2018 12:33:59 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 10/30 (Tuesday) and Sub Status of Assigned

*** 11/17/2018 21:08:01 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Inbox/Need To Call of Jeff Stroup by Samuel Kim
Reason: Review for further action.

*** 11/19/2018 07:41:28 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** 11/19/2018 07:43:24 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Intro Calls of Ashley Vazquez by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 11/19/2018 09:13:55 and created by Ashley Vazquez ***
Wtr left VM for customer at both and

*** Phone - Call - Outbound created on 11/19/2018 11:17:34 and created by Ashley Vazquez ***
Wtr spoke with Mr.

1. Calling in regards to case

2. Please advise

Mr. states:

1. The person working on my case has been changed a lot so I am hoping you're the lucky one
2. Well last time I spoke with someone, I was told that my car was going to be inspected
3. But my car has been at the tow yard for so long and they're charging like \$60 a day for that and I cant pay that
4. at this point I don't even know if my car has gotten looked at or what

Wtr states:

1. I do apologize
2. I will be going ahead and helping you as best I can
3. I do not have the contact information or name of the tow yard that the vehicle is currently at
4. Will you please provide?

Customer states:

1. Car is at Smedley's Towing 912 Washington St
Perris, CA 92571 (951) 657-3307

Wtr states:

1. Will get in contact to verify
2. Have you settled with insurance?
3. I would need their authorization to inspect vehicle

Customer states:

1. I am not sure
2. I will contact you back and give you information

Wtr thanked

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2013 FORTE	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A28D5		90.000
		Prod. Date: 01/23/2013	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 - Outbound created on 11/19/2018 11:27:55 and created by Ashley Vazquez ***

Wtr contacted Smedley's Towing

1. calling in regards to vehicle status

Rep at Smedley's

1. the vehicle is no longer here

2. the vehicle became ours on 10/25/2018 and we sold the vehicle on 11/14/2018

Wtr states:

1. Can I have the contact information of junk yard vehicle was sold to?

Rep at Smedley's

1. contact info: 951 905 5565

Wtr thanked

*** 11/19/2018 14:05:47 ***

Case moved into WIPBin Intro Calls and Sub Status of Assigned

*** Phone - No Callback created on 11/30/2018 13:32:40 and created by Melissa Hight ***

, boyfriend, states

1. Have been trying to get in touch with Ashley

2. I wanted to see if there was an update

wtr states

1. Apologized

2. Advised NCA has contacted Smedley's and the veh was sold

3. Confirmed contact info for cust

states

1. Thank you

*** Phone - Call - Outbound commitment created on 11/30/2018 13:56:15 with Commitment Date 12/03/2018 and created by Ashley Vazquez ***

*** Phone - Call - Outbound commitment fulfilled on 11/30/2018 14:47:47 with Commitment Date 12/03/2018 closed by Ashley Vazquez ***

*** Phone - Call - Outbound created on 11/30/2018 14:47:48 and created by Ashley Vazquez ***

Wtr spoke with customer

Customer's boyfriend Mr.

1. Calling in regards to case

2. It looks like your vehicle was sold on 11/14/2018 to a junk yard

3. I have been trying to get a hold of them

4. Were you still in contact with your insurance?

Customer states:

1. I have not been in contact with my insurance, they say it was on you

2. It is okay with us if you go out and inspect it

Wtr states:

1. Do you have any photos of the vehicle?

2. I will verify the current location of the vehicle

Customer states:

1. We do have photos

Wtr states:

1. I can go ahead and send you an email requesting those photos from you at the email we have listed for you

2. verified email address

Customer thanked

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Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
		KNAFU4A28D5		90,000
		Prod. Date: 01/23/2013	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 - Outbound created on 12/14/2018 09:29:56 and created by Ashley Vazquez ***

Wtr spoke with Mrs. [REDACTED]

1. Calling in regards to case
2. I wanted verify insurance information to see if they inspected vehicle
3. And have you settled with insurance

Customer states:

1. Insurance is not involved
2. They did not inspect vehicle

Wtr thanked for info will follow up

*** Phone - Call - Outbound created on 12/14/2018 15:29:16 and created by Ashley Vazquez ***

Wtr spoke with customer:

1. Calling in regards to case
2. I wanted to follow up and ask whether you still owed on the vehicle?

Mrs. [REDACTED] states:

1. Yes I still owe on the vehicle
2. I owe about 11,000 on the car and I haven't been paying it just because I do not have the car anymore

Wtr states:

1. Would you be able to send me your bank information so that I can go ahead and get the information from them

Customer states:

1. I can send that to you

Wtr thanked

*** Phone - Call - Inbound created on 12/14/2018 15:32:02 and created by Ashley Vazquez ***

Mr. [REDACTED] boyfriend left vm stating:

1. last time we spoke there was a problem because you guys didn't send anyone to inspect our car
2. my girlfriend and I sent everything to you guys, we have missed work for months
3. we are the victims because it caught fire and almost took me with it
4. we deserve to be compensated for our time and our loss
5. if kia isn't willing to do that, we will see you guys in court
6. you have been the nicest person to talk to so when you get back can you please give me a call to work this out
7. we aren't talking about 100,000 we are talking about 3 or 4 thousand for the losses
8. we aren't asking for the loan on the vehicle to be paid off
9. we have dealt with the finance company so we do not need help with that

*** Email - External Email Sent created on 01/07/2019 14:04:18 and created by Ashley Vazquez ***

Wtr emailed customer stating:

Hello Mrs. [REDACTED]

I did go ahead and receive the voicemail from your boyfriend in regards to wanting assistance other than the payoff amount owed. To move forward, I do need to verify bank information, would you still be able to send me your bank information so that I can see what I can do for you?

Thank you,

*** Email - External Email Received created on 01/07/2019 14:06:21 and created by Ashley Vazquez ***

customer emailed stating:

Due to our financial situation my account has been closed. I can give you my moms bank information and whatever you guys give us I can get from her. Or I can come down in person and get a check. Which do you prefer ?

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Last name	First name	VIN of 2013 FORTE	Case Number	Mileage
		KNAFU4A28D5		90,000
		Prod. Date: 01/23/2013	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 01/07/2019 15:24:22 and created by Roberto Salazar ***

Customer States:

1. Following up on case.
2. Left voicemail with Ashley Vazquez.
3. Vehicle was towed to tow lot.
4. The tow lot sold the car due to a debt.
5. What is the next step?
6. I do not have the vehicle in my possession.

Writer States:

1. Advised that case manager emailed primary email address on file 01/07/2018.
2. Advised that Ashley will need follow up.
3. Please email or contact case manager for resolution.

*** Phone - Call - Outbound created on 01/10/2019 13:45:38 and created by Ashley Vazquez ***

Wtr spoke with customer:

1. Calling in regards to case
2. At this time I would not be able to offer assistance in regards to the value of your vehicle
3. I can offer to assist with goodwill in regards to out of pocket expenses that you incurred as long as there is verifiable documentation that I can review for you

Customer states:

1. Okay I will gather what I have together and send it to you

Wtr thanked and confirmed email address

Customer thanked

*** Phone - Call - Inbound commitment created on 01/10/2019 13:51:33 with Commitment Date 01/11/2019 and created by Ashley Vazquez ***

*** Phone - Call - Inbound created on 01/11/2019 13:43:26 and created by Ashley Vazquez ***

Mr. [REDACTED] left VM:

1. this is [REDACTED] calling in regards to mrs. [REDACTED]
2. i know it is not your fault and I am trying to be patient from your point of view
3. I am going to the bank to apply for loan for 5000
4. i am going to take that loan to my lawyer
5. i am going to file a claim and take you all to court
6. I will name you in that claim
7. This is a courtesy call to let you know so we can work this out
8. car was sitting in the lot to have vehicle inspected and no one investigated it
9. you have an obligation to fix that
10. to make it simple between me and you, just cut a check for 5,000 and that will be it
11. I will not provide any documents for what was lost
12. i explained that the tow yard was going to sell the car
13. i could have been injured or died
14. my life was put in jeopardy, if it means nothing to you I will contact my lawyer because he said that we have a case
15. have some decency and work this out with us

*** Phone - Call - Inbound commitment fulfilled on 01/18/2019 17:46:27 with Commitment Date 01/11/2019 closed by Ashley Vazquez ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A28D5			90.000
		Prod. Date: 01/23/2013	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 01/18/2019 17:46:30 ***

Closed by Ashley Vazquez with Resolution Code : Concerns Recorded

[Resolution Summary]

Closing case pending attorney contact.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFU4A2XD5			34,000
Memphis ,	TN,		Prod. Date: 06/21/2012	Dealer: TN027	Gossett 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

*** PHONE LOG 10/30/2013 01:43 PM US Mountain Standard Time BHardt

*** PHONE LOG 10/30/2013 01:59 PM US Mountain Standard Time BHardt Action Type:Incoming call

states:

1. Veh caught on fire.
2. Were there any open recalls on veh?
3. Veh was taken by fire dept to a junkyard.
4. Thank you.

Writer states:

1. Apologized.
2. Updated info.
3. Followed accident scripting.
4. Advised writer would forward case to appropriate office for review.
5. Advised would receive c/b in 2 business days.
6. Provided case #.
7. Offered survey, accepted.
8. Thanked for calling KMA.

*** NOTES 10/30/2013 02:00 PM US Mountain Standard Time BHardt Action Type:Manager review

CALL TO ACTION:

Customer alleges vehicle caught on fire after being driven.

Please review.

*** PHONE LOG 11/01/2013 08:16 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling to follow up with you on your 2013 Forte
2. Requested call back
3. Gave call back number

*** PHONE LOG 11/01/2013 09:12 AM Pacific Daylight Time SamuelKim Action Type:Web Contact

Customer's husband called and states:

1. I'm without a car and I was wondering what KIA could do
2. Yes I did
3. I also lost some things in the fire and my insurance company is saying I have to go through my home owner's insurance
4. What would have happened if KIA looked at this vehicle and the fire was determined due to a manufacturing negligence
5. Good to know

Writer states:

1. It looks like you have already settled with you insurance company?
2. At this point, your insurance company will perform their preliminary investigation to determine the cause of fire
3. If the insurance company decides to try and seek a reimbursement for the vehicle, that would be matter between KIA and the insurance company
4. This is my assumption, but I believe the matter between the customer and the insurance company would be a closed deal once the settlement has been paid

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2013 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNAFU4A2XD5	[REDACTED]	[REDACTED]	34.000
Memphis ,	TN, [REDACTED]	Prod. Date: 06/21/2012	Dealer: TN027 Gossett KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

5. You can't be compensated twice for damages to your property from KIA and from your insurance company
6. I can't answer that because every case is case by case
7. If you ever have any additional questions, please do not hesitate to contact us

*** CASE CLOSE 11/01/2013 09:13 AM Pacific Daylight Time SamuelKim

*** NOTES 12/23/2013 08:40 AM Pacific Daylight Time SamuelKim Action Type:Manager review
Tread review complete.

*** CASE CLOSE 12/23/2013 08:40 AM Pacific Daylight Time SamuelKim

PE19-004

KIA

DEFECT D

CA FILES

FORTE

2014 FORTE_ACCIDENT
SCRIPTS_ALLEGED DEFECT
D_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

1. Who Owns the Vehicle?

I am the owner - [REDACTED] [REDACTED] <Provide Owner Name, Address, and Phone>

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

I was driving and no one else <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

No

4. What is the Age of the Driver?

[REDACTED] <Driver's Age>

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

[REDACTED]/16 2AM <DATE> and <TIME>

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

clear night <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

I was parked and taking a nap and veh was off - <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

some coughing and breathing problems - as of now ok Yes, <Describe Injuries>

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

therapy for smelling smoke - mental therapy Yes, <Who and For What>

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

I was leaving Atlanta GA heading toward VA - and I just got into VA, western side in Waynesboro - [REDACTED] parkway - on a mountains - I pull over turn vehicle off and immediately went to sleep - I woke up and the cabin was filled with smoke and left vehicle <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?

Marc Cyr
540-377-2270
#434-546-3370 <Officer Name, Department, Badge>

15. What is the Police Report Number?

I do not have at this time <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

Progressive Insurance
Tracey 575-985-3356 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?

I do not know - the insurance has it <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?

Money toward a new vehicle or something - I don't want to have to go legal side - I want to see what Kia can offer instead <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



Report Details

PE19-004

KIA

DEFECT D

CA FILES

FORTE

2014 FORTE_CA
REPORTS_ALLEGED DEFECT
D_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2014 FORTE	Case Number	Mileage
MOTORCARS	SYMBOLIC	KNAFX4A65E5			2,040
Riverside , CA,		Prod. Date: 04/29/2013		Dealer: CA211	Riverside KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel Sy

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Devices(Remote Control Key; S

Case History

*** PHONE LOG 07/03/2014 01:27 PM US Mountain Standard Time MFlynn
800# VM from Rezza CA211
Gave Cst/VIN

1. RO# Open 6/26/14
2. Cst concern is keys not coming out of ignition

*** NOTES 07/18/2014 08:27 AM US Mountain Standard Time TDonnelly Action Type:Dealer contact

Writer States:

1. Spoke to svc mgr, Ron (CA211)
2. Calling to get info on service alert
3. Asked the following questions:

Customer Name: Symbolic Motorcars

Original Owner: no

Customer Phone#:

Customer Address: Riverside Ca

VIN: KNAFX4A65E5

MY & Mileage: 2014 Forte Sedan/2040 miles

Dealer Code/Selling dealer:

RO# & Open Date: /6-26-204

Days Down: 7 days

Current Repair Issue and Diagnosis: key stuck in ignition-car had prior fire damage-shift interlock melted, pins broken-attempted to repair pins but did not work so had to replace shift lever-this was not a warranty repair

Able to Duplicate: yes

Part on Order (Y/N): no

Part#, Order#: n/a

Vehicle Repaired & Customer has possession: yes/yes

ETA for completion of Repairs: repaired

Repeat Repair (Y/N): no

How many times: n/a

Repeat Repair History: n/a

TL Case: n/a

Rental/Loaner Provided/If So When: no

Customer Request: n/a

Justification of GW: n/a

DPSM Contacted: no

4. Thanked dealer for info.

*** NOTES 07/18/2014 09:45 AM US Mountain Standard Time TDonnelly Action Type:Manager review

Writer States:

1. No customer contact car is used car and not covered due to fire damage.

*** CASE CLOSE 07/18/2014 08:51 AM US Mountain Standard Time TDonnelly

Kia Motors America

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2014 FORTE	<u>Case Number</u>	<u>Mileage</u>
		KNAFX4A6XE5		0
		Prod. Date: 08/29/2013	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 07/08/2016 12:06 PM US Mountain Daylight Time MFlores Action Type:Incoming call

Customer states:

- 1 Was driving and vehicle
- 2 Pulled over for a quick nap and I woke up and the cabin was filled with black smoke
3. I was almost killed
4. I was able to grab my phone and wallet and everything else I own was burned
5. Can Kia help out
6. I was traveling

Writer states:

1. Apologized
- 2 Where is the vehicle now

Cusstomer sttates;

1. The insurance company has it

Writer States:

1. Apologized for the problem.
2. Advised customer that writer will file accident report for customer to review concern.
 - accident report filed
3. 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)
4. Please mail directly to:
 - National Consumer Affairs
 - Case #
 - PO Box 52410
 - Irvine CA 92619
5. Gave writers name and extension, will forward this information to appropriate department for additional review.
6. NCA will follow up within 2-3- working days

Customer states ;

- 1 Thank you

*** NOTES 07/08/2016 12:08 PM US Mountain Daylight Time MFlores Action Type:Manager review

DISPATCHING FOR :

- 1 CUSTOMER ALLEGES VEHICLE STARTED FIRE WHILE IN PARK
2. INSURANCE HAS VEHICLE
- 3 CUSTOMER REQUESTING NEW VEH OR MONEY FOR ONE

*** PHONE LOG 07/11/2016 10:50 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA left vm for customer requesting fire report, photos, other information for review.

*** PHONE LOG 07/15/2016 02:32 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA reviewed with engineers

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2014 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNAFX4A6XE5			0
		Prod. Date: 08/29/2013	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

NCA spoke with customer

Writer:

1. Advised calling in reference to your case
2. Engineers advised there could be a number of reasons for the cause of the fire.
3. Insurance company will investigate and if they find manufacturer's defect they will contact us to recoup the money that was paid out.

Customer:

1. Okay I dont think that is fair
2. If I have any questions I will give you a call.

*** CASE CLOSE 07/15/2016 02:37 PM Pacific Daylight Time AnReyes
Referred to insurance, no further action needed

*** CASE CLOSE 09/30/2016 12:01 PM Pacific Daylight Time AnReyes
Tread review completed, no further action needed

PE19-004

KIA

DEFECT D

CA FILES

FORTE

2015 FORTE_ACCIDENT
SCRIPTS_ALLEGED DEFECT
D_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

1. Who Owns the Vehicle?

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

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

Vehicle was parked in the drive way <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]/2016 3:30Am <DATE> and <TIME>

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

It was raining, not hard but it was raining <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

Veh parked <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

Veh parked on drive way and caught on fire <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?

no info on officer
Montgomery fire Department <Officer Name, Department, Badge>

15. What is the Police Report Number?

 <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

Geico Insurance
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?

Veh at home Tow on its way <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

I want to know why this happened when Dlr has stated there is nothinf wrong with the Veh <RESOLUTION SOUGHT>

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

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

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

Not Applicable

PE19-004

KIA

DEFECT D

CA FILES

FORTE

2015 FORTE_CA
REPORTS_ALLEGED DEFECT
D_EXPANDED SCOPE

Kia Motors America

Consumer Affairs Department

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
Montgomery	AL,	KNAFK4A69F5			0
		Prod. Date: 02/12/2015	Dealer: AL023 Brewbaker 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

*** PHONE LOG 04/15/2016 11:28 AM US Mountain Standard Time SDominguez

Cust states:

1. I took it to Dlr because I heard a clicking noise when shut down and they said noise was normal
2. I Purchased Veh on 12/15/2016
3. I want to know why this happened when Dlr stated everything was ok, I expect Kia to verify what happened

Wrt States:

1. Appologized
2. Advised that we are going to needs police report and Pictures of the Veh also we need a copy of the original Veh contract
4. Provided contact information and address for the mail
5. We are going to send this to the escalation department for further research and you should be contacted within 2-3 business days

Cust states:

1. I will send the information, thank you

Wrt states:

1. Ok thank you for calling KIA

*** NOTES 04/15/2016 11:29 AM US Mountain Standard Time SDominguez Action Type:Manager review

Dispatching to NCA for possible PL

1. Cust alleges Veh cough on fire
2. Please review

*** PHONE LOG 04/18/2016 09:19 AM Pacific Daylight Time AnReyes Action Type:Outgoing call

NCA spoke with customer

Writer:

1. Advised I am calling in reference to your case
2. Would like to request photos, fire report
3. Have you settled with your insurance company?

Customer:

1. States I got the paperwork
2. I havent signed anything yet
3. But I was about to send the paperwork over to them
4. I have gap insurance, whatever that means.
5. I have plenty of photos.
6. Will send them over.
7. Everyone keeps telling me that's it, that I wont be getting anything else
8. I am without a car,
9. I only have a rental for 10 days.

Writer:

1. Thanked, will await photos.
2. You can either work with your insurance company or you can work with Kia.
3. Would like to investigate further.

Customer:

1. Thanked, will send over photos.

Kia Motors America

Consumer Affairs Department

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
Montgomery	AL,	Prod. Date:	02/12/2015	Dealer: AL023	Brewbaker 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 send fire report

*** PHONE LOG 04/21/2016 06:32 AM US Mountain Standard Time HSanchez Action Type:Incoming call
>CUSTOMER CALLED AND WAS TRANSFERRED TO VM FOR NCA CSR ANREYES<

*** PHONE LOG 04/22/2016 02:02 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA left VM & sent email to cust requesting photos, fire repor, other information

*** PHONE LOG 04/26/2016 09:14 AM US Mountain Standard Time JWWeaver Action Type:Incoming call
Cust states:

1. Calling to speak with Andrew
2. Or someone above him
3. Emails havent been going through
4. I have been trying to reach him since friday with no response back
5. Im not sure what steps I should take

Writer states:

1. Apologized
2. Informed case is at NCA
3. If needing to speak with representative sup, needs to be requested form agent
4. Informed will email AnReyes letting know you are requesting contact back
5. Confirmed email
6. Would you like to LVM

Cust statea:

1. Yes

Wrt transferred to AnReyes VM

*** PHONE LOG 04/26/2016 09:37 AM US Mountain Standard Time AGrantha Action Type:Incoming call
Customer called and states Mrs

1. Offered case#
2. Trying to get ahold of Andrew

Writer states:

1. Understand
2. Case escalated to NCAA on 4/22/16
3. Writer will try the RCAA directly at 949-430-9988 -reached VM
4. Asked if cust needs help sending in photos and police report
5. Writer can take a message and make request for call back

Customer states:

1. Calling him since Friday,
2. Not sure if he is receiving the emails, it gets message delivery failed permanently
3. need help at this point, dont know if need an Attorney
4. If he cannot help then this needs to be reassigned
5. happy to verify the email

Kia Motors America

Consumer Affairs Department

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
Montgomery	AL,	Prod. Date:	02/12/2015	Dealer: AL023	Brewbaker KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Writer states:

1. Apologized
2. Offered email address to writer
3. The customer will need to work with our escalated manager
4. Verified phone# [REDACTED]
5. We can have our management involved to make that request, see case escalated on 4/15, and no call back

Customer states:

1. Expresses Frustrations with delays
2. Please send me an email to [REDACTED]

Writer states:

1. Will only send an email call me letter
2. The case must be managed by the escalated management
3. Writer will notify the management at this office to assist

*** NOTES 04/26/2016 09:37 AM US Mountain Standard Time AGrantha Action Type:Dealer contact
Call me letter sent

*** PHONE LOG 04/27/2016 12:39 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA spoke with customer

Writer:

1. Have you had a chance to send photos in?

Customer:

1. States it keeps rejecting them
2. I can try to send them through a google drive

Writer:

1. Thanked please try that, otherwise we can look at alternate methods of sending them over.

Customer:

1. Thanked

NCA rec'd photos, attached to case.

*** PHONE LOG 05/03/2016 08:58 AM Pacific Daylight Time AnReyes Action Type:Incoming call
NCA reviewed with legal on 5/2

Writer referred customer to insurance company.

*** CASE CLOSE 05/03/2016 03:23 PM Pacific Daylight Time AnReyes
Referred to insurance, no further action needed

PE19-004

KIA

DEFECT D

CA FILES

FORTE

2016 FORTE_ACCIDENT
SCRIPTS_ALLEGED DEFECT
D_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

1. Who Owns the Vehicle?

Hawkinson Kia <Provide Owner Name, Address, and Phone>

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

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

3. Do You Own the Vehicle?

No

4. What is the Age of the Driver?

[REDACTED] <Driver's Age>

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

[REDACTED] 16 2:15 AM <DATE> and <TIME>

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

Cust states

1. it was dry <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

Cust states

1. Parked <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

No

9. Were There Any Injuries?

No

10. Was Anyone Taken by Ambulance to The Hospital?

No

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

No

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

Cust states

1. I had parked the car outside a bar
2. around 2:15 someone came in and said a car was on fire
3. turns out it was mine <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?

N/A <Officer Name, Department, Badge>

15. What is the Police Report Number?

N/A <POLICE REPORT NUMBER>

16. Was the Insurance Company Contacted?

Name: state farm 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?

Hawkinson Kia <VEHICLE LOCATION>

20. Have Any Repairs Been Completed?

No

21. Were Parties Wearing Seatbelts?

No

22. Did the Airbag(s) Deploy?

No

23. Was Airbag Light on prior to accident?

No

24. What action are you requesting of Kia?

N/A <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

PE19-004

KIA

DEFECT D

CA FILES

FORTE

2016 FORTE_CA
REPORTS_ALLEGED DEFECT
D_EXPANDED SCOPE

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of	2016 FORTE	Case Number	Mileage
WARD	TIM	KNAFK4A66G5			17,000
Matteson ,	IL ,		Prod. Date: 03/18/2016	Dealer: IL061	Hawkinson KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

*** NOTES 09/14/2016 05:25 AM clarify Action Type: Dealer contact

*** Performed by contact: Timothy Ward, 7087208999

Was advised by tech line case # [REDACTED] to open a consumer affairs case. This vehicle is one of our dealerships test drive vehicles and a customer of ours was in procession of the vehicle and it caught on fire. The customer states that the vehicle was parked and not on

*** NOTES 09/14/2016 05:27 AM clarify Action Type: Dealer contact

*** Performed by contact: Timothy Ward, 7087208999

I attached 3 photos

Additional Comments:I attached 3 photos

*** NOTES 09/20/2016 06:22 AM clarify Action Type: Dealer contact

*** Performed by contact: Timothy Ward, 7087208999

I have attached 8 more photos to the case

Additional Comments:I have attached 8 more photos to the case

*** NOTES 10/12/2016 01:50 PM US Mountain Daylight Time JEchenique Action Type:Dealer contact

Wrt called DLR

Wrt stated

1. advised i was f/u on recent concerns
2. adv i was looking for cust info.

Tim stated

1. customer name is [REDACTED]
2. customer phone number is [REDACTED]
3. we had an FTR, the insurance company, and their fire specialist, come out and look at the vehicle
4. all three stated that it looks like arson

*** PHONE LOG 10/12/2016 01:59 PM US Mountain Daylight Time JEchenique Action Type:Outgoing call

Wrt called cust (used language line)

1. No answer
2. LVM
3. adv cust that we were f/u on recent concern on vehicle, adv we needed to gather additional info
4. provided case number and contact info

*** PRIORITY CHANGE 10/13/2016 08:04:25 AM JEchenique

*** PHONE LOG 10/14/2016 08:13 AM US Mountain Daylight Time JEchenique Action Type:Outgoing call

Wrt called cust

1. adv i was f/u on recent
2. adv KMA would like to document and look into this concern
3. asked if cust could answer some question

Cust stated

Kia Motors America

Consumer Affairs Department

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 FORTE</u>	<u>Case Number</u>	<u>Mileage</u>
WARD	TIM	KNAFK4A66G5			17.000
Matteson ,	IL ,		Prod. Date: 03/18/2016	Dealer: IL061	Hawkinson KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. yes thats fine

Wrt stated

1. took accident script
2. adv i would be sending case to NCA
3. provided case number

Cust stated

1. okay thank you for calling

*** NOTES 10/14/2016 08:18 AM US Mountain Daylight Time JEchenique Action Type:Dealer contact
[Cust was driving loaner from DLR. Cust parked car, when they came out vehicle was on fire. DLR stated that FTR, insurance and fire specialist determined concern is arson related. Please f/u as needed]

*** PHONE LOG 10/18/2016 02:15 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for Tim Ward

*** PHONE LOG 10/26/2016 03:36 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke with tim ward:
1. Asked for status of veh

Tim stated:

1. I am working with insurance since it was arson related
2. This isnt a product issue afterall

Call ended

*** CASE CLOSE 10/26/2016 03:37 PM Pacific Daylight Time GVillela
No further contact required

*** CASE CLOSE 01/11/2017 05:24 PM US Mountain Daylight Time TMorales
Airbag TREAD review complete

*** CASE CLOSE 02/21/2017 08:29 PM Pacific Daylight Time SGuindi

PE19-004

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FORTE





PE19-004

KIA

DEFECT D

CA FILES

FORTE



Irvine, CA


CARFAX® Vehicle History Report™
US \$39.99

Vehicle Information:
2013 KIA FORTE EX
 VIN: KNAFU4A28D5
 SEDAN 4 DR
 2.0L I4 F DOHC 16V
 GASOLINE
 FRONT WHEEL DRIVE
[Standard Equipment](#) | [Safety Options](#)
 Original Window Sticker

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

	No accidents reported to CARFAX
	No damage reported to CARFAX
	2 Previous owners
	At least 1 open recall
	Personal vehicle
	25,622 Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/11/18 at 4:24:22 PM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

 Ownership History	 Owner 1	 Owner 2
The number of owners is estimated		
Year purchased	2013	2015
Type of owner	Personal	Personal
Estimated length of ownership	2 yrs. 5 mo.	3 yrs. 1 mo.
Owned in the following states/provinces	California	California
Estimated miles driven per year	---	---
Last reported odometer reading	15	25,622

 Title History	 Owner 1	 Owner 2
CARFAX guarantees the information in this section		
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem
 GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms		

 Additional History	 Owner 1	 Owner 2
Not all accidents / issues are reported to CARFAX		
Total Loss No total loss reported to CARFAX.	 No Issues Reported	 No Issues Reported
Structural Damage	No Issues	No Issues

No structural damage reported to CARFAX.	Reported	Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	No Issues Reported	No Issues Reported
Manufacturer Recall At least 1 open recall reported.	No Recalls Reported	Recall Reported



Detailed History

Glossary

Owner 1

Purchased: 2013
Type: Personal
Where: California
Est. length owned: 3/22/13 - 8/23/15
(2 yrs. 5 mo.)

Date:	Mileage:	Source:	Comments:
Not Reported		Kia Motors America, Inc.	Vehicle manufactured and shipped to original dealer Original Window Sticker
03/22/2013	15	California Motor Vehicle Dept. Oceanside, CA	Odometer reading reported Titled or registered as personal vehicle
04/11/2013		California Motor Vehicle Dept. Oceanside, CA	Title issued or updated First owner reported Loan or lien reported
08/13/2015		California Motor Vehicle Dept. Oceanside, CA	Title issued or updated Loan or lien reported

Owner 2

Purchased: 2015
Type: Personal
Where: California
Est. length owned: 8/23/15 - present
(3 yrs. 1 mo.)

Date:	Mileage:	Source:	Comments:
08/23/2015	25,622	California Motor Vehicle Dept. Oceanside, CA	Odometer reading reported
09/22/2015		California Motor Vehicle Dept. Oceanside, CA	Title issued or updated New owner reported Loan or lien reported
05/27/2016		California Motor Vehicle Dept. Oceanside, CA	Title issued or updated Loan or lien reported Registration updated when owner moved the vehicle to a new location
12/01/2017		Kia Motors America, Inc.	 Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller. Manufacturer Safety Recall Campaign issued NHTSA #17V-773 Recall # SC158 SC158 FORTE BRAKE PEDAL STOPPER Status: Remedy Available Click here to locate an authorized Kia dealer near you to obtain more information about this recall - Learn more about this recall

Description: KIA MOTORS HAS DECIDED THAT A DEFECT WHICH RELATES TO MOTOR VEHICLE SAFETY EXISTS IN CERTAIN 2012-2014 KIA FORTE & FORTE KOUP VEHICLES. THE DEFECT MAY RESULT IN 1) THE CONTINUOUS ILLUMINATION OF THE STOP LAMPS, 2) ILLUMINATION OF THE TRACTION CONTROL WAP

3) THE ABILITY TO MOVE THE SHIFT LEVER WITHOUT DEPRESSING THE BRAKE PEDAL AND/OR 4) ACTIVATION OF THE ENGINE MANAGEMENT SYSTEM'S BRAKE PEDAL OVERRIDE FEATURE AND THUS INCREASE THE RISK OF A CRASH.

THE MATERIAL OF THE BRAKE PEDAL STOPPER PAD WHICH IS LOCATED BETWEEN THE STOP LAMP SWITCH AND THE BRAKE PEDAL ARM MAY DETERIORATE OVER TIME ALLOWING THE STOP LAMP SWITCH PLUNGER TO REMAIN EXTENDED WHEN THE BRAKE PEDAL IS RELEASED. A DETERIORATED PAD CAN RESULT IN 1) THE CONTINUOUS ILLUMINATION OF THE STOP LAMPS, 2) ILLUMINATION OF THE TRACTION CONTROL WARNING LAMP, 3) THE ABILITY TO MOVE THE SHIFT LEVER WITHOUT DEPRESSING THE BRAKE PEDAL AND/OR 4) ACTIVATION OF THE ENGINE MANAGEMENT SYSTEM'S BRAKE PEDAL OVERRIDE FEATURE. THESE SYMPTOMS CAN INCREASE THE RISK OF CRASH.

Remedy: KIA HAS ADVISED ITS AUTHORIZED DEALERS TO REPLACE THE BRAKE PEDAL STOPPER STOP PAD WITH AN IMPROVED ONE. THE WORK WILL BE PERFORMED AT KIA'S EXPENSE AT NO COST TO YOU. THE ESTIMATED TIME WHICH WILL BE REQUIRED TO REPAIR YOUR VEHICLE IS APPROXIMATELY ONE (1) HOUR; HOWEVER PLEASE CONTACT YOUR DEALER FOR AN EXACT ESTIMATE OF HOW LONG THEY MAY NEED YOUR VEHICLE. (REFER TO SC158.)

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



Glossary

[View Full Glossary](#)

First Owner

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

Manufacturer Recall

Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

New Owner Reported

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

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

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

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

10/11/18 4:24:22 PM (CDT)





