

PE19-004

KIA

DEFECT D

CA FILES

FORTE



Claim: [REDACTED]

Windows Internet Explorer provided by Enterprise Holdings

ICE

SearchVR ToolsFile AssignmentReportsApprovalsToolsHelpClose WindowLogout

Retrieve Claim

Claim SearchDiary Search

01443067

Loss Info:04/08/2011

SaveCancel

Rental Info:Daily Rental

Loss Info: (4/8/2011)

V1: Unit # [REDACTED]

Estimate: CARS ([REDACTED]

Transaction Grid

Renter/Driver: HIL [REDACTED]

Employer: WAI [REDACTED]

Notes

Diaries

Claim Documents

ERAC Damages

Accident Reports

Police Reports

Loss Control (2)

Loss Control F

Vehicle Repair

Vehicle Repair

Common Recycle

Subrogation Status

Alleg. of Neg. Entr Status

Alleg. of Defect Status

Subro - Non Vehicle Damages

Loss Date (mm/dd/yyyy)

Loss Time (hh:mm)

Purpose of Trip

04/08/2011

Accident Location

Location

UNKNOWN

City

County

Country

State

USA

Loss Details

Loss Description

CUSTOMER HIT A BOULDER. DID DAME TO BOTH PASSENGER SIDE DOORS AND THE ROCKER PANEL.

*** TIME OF ACCIDENT ***

Accident Type

Related Claim #

Collision

Road Condition

Catastrophe

Weather

Road Type

start

Inbox - Microsoft O...

RALPH / et - Reflech...

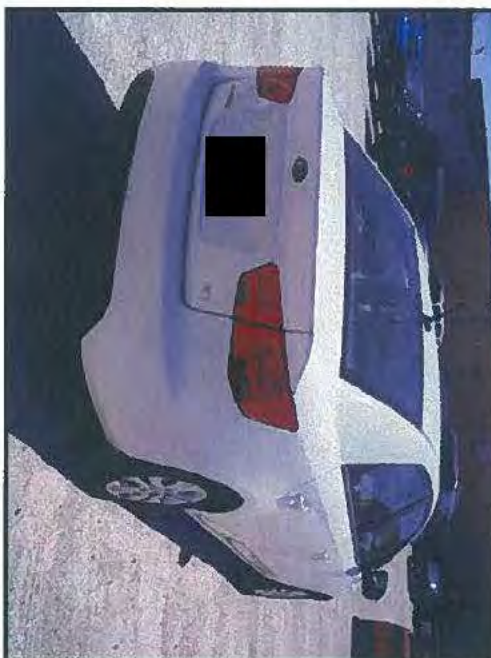
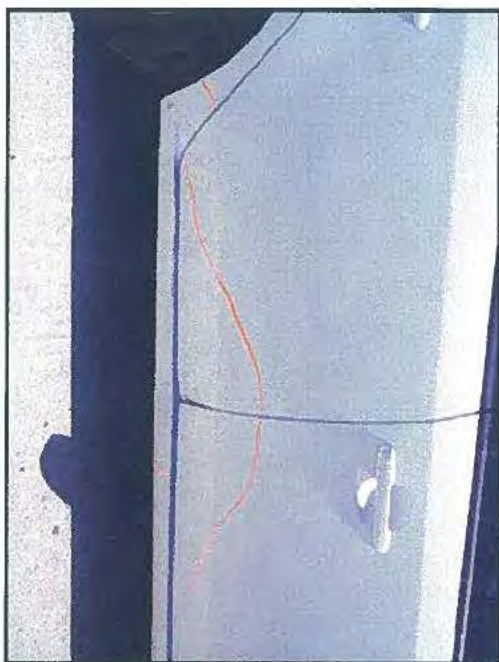
Startup Page - Wind...

Claim: 1547DR0144...

TV

12:58 PM







Enterprise *Emily*

OWNER OF VEHICLE:
BRANCH ADDRESS:

6/23/11 55 PM		RENTAL TYPE I	SOURCE Stealing	LG #	RENTAL AGREEMENT NO.
START CHARGES IF DIFFERENT		HOME PHONE		\$29.99/day	
ORIGINAL VEHICLE		STATE IL		OFFICE PHONE	
RELOR White	DOB 6/2/1989	EMPLOYER			
MODEL Forte	DRIVERS LICENSE NO.		STATE IL	EXPIRES 6/2/2015	
MILE-AGE IN OUT 28538	BILL TO N	COMPANY			
DRIVEN	PHONE		EXT.		
REFERENCE NUMBER					
ADDITIONAL AUTHORIZED DRIVERS - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. I REQUEST OWNER'S PERMISSION TO ALLOW AGE DRIVERS LICENSE NO. NO OTHER DRIVERS STATE EXP.					
WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF. I AM RESPONSIBLE FOR THE ACTS OF THIS DRIVER, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT. USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT.					
RENTER X <i>[Signature]</i>					
PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATES:					
OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.					
Collision Damage Waiver Notice: This contract offers, for an additional charge, a Collision Damage Waiver to cover your financial responsibility for damage to the rental vehicle. The purchase of a Collision Damage Waiver is optional and may be declined. You are advised to carefully consider whether to sign this waiver if you have rental vehicle collision coverage provided by your credit card or collision insurance on your own vehicle. Before deciding whether to purchase the Collision Damage Waiver, you may wish to determine whether your own vehicle insurance affords you coverage to the rental vehicle and under your own policy.		RENTER DECLINES OPTIONAL COLLISION DAMAGE WAIVER (CDW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PARAGRAPH 12.		RENTER ACCEPTS OPTIONAL COLLISION DAMAGE WAIVER (CDW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE COLUMN NOTICE TO LEFT AND PARAGRAPH 12. CDW IS NOT INSURANCE.	
RENTER X Declines CDW		Accepts CDW		12.50 day 15.50 day	
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). SEE PARAGRAPH 13.		RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 13.		3.00 day 30.49 day	
RENTER X Declines PAI		Accepts PAI		14.99 day	
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PARAGRAPH 14.		RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 14.		RENTER X	
RENTER X Declines SLP		Accepts SLP		3.99	
ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT: WHICH CONSISTS OF PAGES 1 THROUGH 5. I HAVE READ AND UNDERSTAND THE ENTIRE AGREEMENT, INCLUDING ALL TERMS, CONDITIONS, AND EXCLUSIONS, AND I AGREE TO BE BOUND BY THE ENTIRE AGREEMENT. I HAVE READ AND UNDERSTAND THE ENTIRE AGREEMENT, INCLUDING ALL TERMS, CONDITIONS, AND EXCLUSIONS, AND I AGREE TO BE BOUND BY THE ENTIRE AGREEMENT. I HAVE READ AND UNDERSTAND THE ENTIRE AGREEMENT, INCLUDING ALL TERMS, CONDITIONS, AND EXCLUSIONS, AND I AGREE TO BE BOUND BY THE ENTIRE AGREEMENT.					
RENTAL VEHICLE		100			
COLOR	LICENSE NO.				
MODEL	YEAR				
MILE-AGE IN OUT					
DRIVEN					
CORRECTION AND FUEL X (FUEL ADDED TO TANK)					
NO DAMAGE					
CORRECTION BASED ON RETURN TANK					
OUT E 18 14 38 12 25 34 78 F No Gasoline Refunds					
IN E 18 14 38 12 25 34 78 F					
ADDITIONAL INFORMATION					
Small scratches Small ding on back RT GMAC 1-888-... ex... #Claim#...					
TOTAL CHARGES					
DEPOSITS					
REFUNDS					
AMOUNT DUE					
CLOSED BY					
PAID BY		CASH	CHECK	CHARGE	
RECEIPT OF CASH REFUND		DATE	AMOUNT	RECEIVED BY	

OWNER IS AN AFFILIATE OF ENTERPRISE HOLDINGS INC., WHICH OWNS ALL RIGHTS TO ENTERPRISE NAMES AND MARKS.

© ENTERPRISE LEASING 8/11/07 06:11:00 PM

Charm #

VICTIM INFORMATION NOTICE/ CHICAGO POLICE DEPARTMENT

INCIDENT NON-VOLUNTARY - DAMAGE TO REAL PROPERTY - FIRE

DATE/TIME OF OCCURRENCE 26 JUN 11 0130-0200

CASE NAME - PEOPLE OF THE STATE OF ILLINOIS CITY OF CHICAGO vs.

BEAT OF OCCURRENCE 532

INVENTORY NO. DNA

BEAT OF OCCURRENCE 532

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70x #

THIS IS NOT AN OFFICIAL POLICE REPORT. IT IS FOR INFORMATION PURPOSES ONLY. I.D. NO.

502

INVENTORY NO. DNA

BEAT OF OCCURRENCE 532

BEAT OF OCCURRENCE 532

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502

INVENTORY NO. DNA

BEAT OF OCCURRENCE 532

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BEAT OF OCCURRENCE 532

Service Operations Enterprise® USG Application - Windows Internet Explorer provided by Enterprise Holdings

enterprise

Vehicle Information | RPM PM-MRLints | Vehicle Registration | Operational Install | Non-Rev | Inventory | Utilities | Help

Vehicle Information19-Jan-2012 14:09

SearchOperational InfoHistoryHold StatusRO HistoryNotes

Vehicle Information

Unit Nbr:VIN/Chassis:Plate Nbr:St:Miles:Next PM:Year:Make:Model:Series:

XXXXXXXXXXKNAFJAAZ6XXXXXXXXXXVT28,58828,0002010KIAFORT4DEX

Repair Orders 1 - 4 of 4 records

AddRemove

RO Nbr	Repair Type	Subtype	Completed Date	Service M/km	Comments	User/ Tech ID
XXXXXXXXXX	PM	PO	15-MAR-2011	21500	lofr@autodoc	XXXXXXXXXX
XXXXXXXXXX	PM	PO	12-OCT-2010	13940	LOFR @ Firestone	XXXXXXXXXX
XXXXXXXXXX	PM	PO	02-JUL-2010	6768	SJTF-LOFR	XXXXXXXXXX
XXXXXXXXXX	PM	PO	15-APR-2010	3860	ootg	XXXXXXXXXX

[Export to Excel](#)

FirstPrevious1NextLast

Save ChangesQuick Search

F7 - Update Vehicle

New ROs cannot be created!

E60463 Service Operations Enterprise® USG Application - Windows Internet Explorer

start

PAUHR...InfoA...S:\TDAM...Microsof...Startup...E60463...TV 3:10 PM

Enterprise

Admin Page Admin Page Enterprise User Application - Windows Internet Explorer provided by Enterprise Holdings

Vehicle Information

Search Vehicle Information Operational Info Vehicle Status Repair History

Vehicle Information

Make: [Redacted] Year: 2010 Model: [Redacted] Series: [Redacted]

Next PM: [Redacted] Mileage: [Redacted] St: [Redacted]

VIN/Chassis: [Redacted]

Repair Orders: 1 - 4 of 4 records

Repair Order #	Repair Type	Vehicle	Completed Date	Service	Comments	User
[Redacted]	PM	PO	15-MAR-2011	[Redacted]	icb@autobac	E331HQ
[Redacted]	PM	PO	12-OCT-2010	[Redacted]	LOFR @ Firestone	E684JJ
[Redacted]	PM	PO	02-JUL-2010	[Redacted]	SJTF-LOFR	E242QH
[Redacted]	PM	PO	15-APR-2010	[Redacted]	odg	E4916X

Export to Excel First Previous 1 Next Last

Quick Search

JUL-11-2011 08:23AM FROM-ENTERPRISE RAC

T-797 P.001/001 F-255

AUTO DOC

Invoice No. [REDACTED]

Page 1

BAR # [REDACTED]
AMERICAN CAR CARE CENTEROrder Date 03/15/11 08:59 am
On Accl

BURR RIDGE IL

Phone: [REDACTED] FAX: [REDACTED]

INQUIRE ABOUT OUR TUNEUP SPECIAL

ENTERPRISE CAR RENTAL

10 KIA FORTE WHITE

HINSDALE IL

Home Phone: [REDACTED]

Business: [REDACTED]

Lic: [REDACTED] / WI Cyl Eng

Vin: KNAFU4A20 [REDACTED]

Eq: [REDACTED]

Profile: [REDACTED]

Quotes

1 03/15/11 08:59am 0.00

ENTERPRISE CAR R in person

Job [REDACTED] SPECIAL

Labor: 0.05 hrs @ \$82.60/hr = \$3.88

ALL CLIMATE MOTOR OIL-N
OIL FILTER-N5.0 @
1.0 @2.60 = \$ 13.00
4.95 = \$ 4.95

17.96

DRAIN OIL AND FILL WITH PREMIUM 5W-20 OIL. REPLACE OIL FILTER, LUBE CHASSIS, AND PERFORM INSPECTION. AND PERFORM TIRE ROTATION..

Job Subtotal: \$21.83

I authorize AUTO DOC to perform the necessary repairs to my vehicle. Repairs include parts, labor, and diagnosis. Parts used may be new, used, or rebuilt to restore the vehicle back to specifications. The customer will be notified about all repairs needed to ensure the safety of the vehicle. AUTO DOC is not responsible for theft, fire, or any cause beyond our control. AUTO DOC is not responsible for any problems that arise due to refusal to approve all necessary repairs needed to ensure vehicle's safety. If additional parts or labor costs arise, customer will be notified for approval before any more repairs are made. Payment will be due upon completion of repairs. Failure to complete payment and vehicle pickup will result in storage fees starting at \$10 per day. Without repairs being done, a diagnosis charge may be applied to the customer's bill.

Payments to AUTO DOC

Cost Summary

1 03/15/11 25.12 On Accl

Labor	3.88
Parts	17.95
Haz Waste	1.25
Shop Supplies	0.65
Tax	1.39
Total	\$25.12

Thank you for choosing AUTO DOC

LAGRANGE CARS COLLISION XXX

Admin Data

Owner [REDACTED] ENTERPRISE		Insured [REDACTED] ENTERPRISE	
Address [REDACTED] WILLOWBROOK		Address [REDACTED] WILLOWBROOK	
Home Phone [REDACTED]		Home Phone	
Work Phone		Work Phone	
Insurance Company ENTERPRISE HOLDINGS, INC.		Adjuster	
Address		Adjuster	
Phone		Phone	
Fax		Email	
		Inspection Location	
		Address [REDACTED] LAGRANGE, IL [REDACTED]	
		Phone	
		Fax [REDACTED]	
Repair Facility		Estimator Information	
Repair Facility Name LAGRANGE CARS COLLISION XXX		Estimator Casey Krivanec	
Address [REDACTED] LAGRANGE, IL [REDACTED]		Office	
Phone		Address	
Fax		Email	
Federal Tax ID		Phone	
State		Fax	
BAR			
Estimate Information			
File ID	[REDACTED]	Sup No.	[REDACTED]
Platform	C 4.50.00	Transmit Date	5/9/2011
Loss Assignment Date		Inspection Date	
Claim Information			
Claim #	[REDACTED]	Policy Number	
Deductible	\$0.00	Deductible Paid	Yes
Loss Type			

Vehicle Data

Year	10	Make	KIA	Model	FORTE EX
BodyStyle	4D SED	Color	white	VIN	KNAFU4A20A [REDACTED]
Engine	4-2.0L-FI	Type	Car	Odometer	22239
Production Date	1109	Primary Point Of Impact4			
License	[REDACTED]	Secondary Point Of Impact14			
License State	IL				

Line Items

Line	Operation	Description	Price	QTY	Labor	Paint	Lbr TTL	Other
1		PILLARS, ROCKER & FLOOR						
2	Repair	RT Rocker panel			9* B		\$252.00	
2	Repair	RT Rocker panel				1.5 R	\$42.00	
3		Add for Clear Coat				0.6 R	\$16.80	
4	Remove/Replace	RT Rocker Stone Protector	\$10.00	1				
5	Remove/Install	RT Sill plate retainer rear			0.1 B		\$2.80	
6	Remove/Install	RT Sill plate front			0.1 B		\$2.80	
7		REAR DOOR						

8	Repair	RT Outer panel		3* B	\$84.00
8	Repair	RT Outer panel		2 R	\$56.00
9		Overlap Major Adj. Panel		-0.4 R	(\$11.20)
10		Add for Clear Coat		0.3 R	\$8.40
11	Repair	RT Door shell		2* B	\$56.00
11	Repair	RT Door shell			
12	Remove/Install	RT R&I door assy		1.1 B	\$30.80
13	Remove/Install	RT Belt molding		0.2 B	\$5.60
14	Remove/Install	RT Handle, outside		0.4 B	\$11.20
15	Remove/Install	RT R&I trim panel		0.5 B	\$14.00
16	Remove/Replace	RT Stone Protector	\$10.00 1		
17	Remove/Install	RT Door w/strip		0.5 B	\$14.00
18		FRONT DOOR			
19	Repair	RT Outer panel		4* B	\$112.00
19	Repair	RT Outer panel		2 R	\$56.00
20		Overlap Major Adj. Panel		-0.4 R	(\$11.20)
21		Add for Clear Coat		0.3 R	\$8.40
22	Remove/Install	RT Belt molding		0.2 B	\$5.60
23	Remove/Install	RT Mirror assy power		0.3 B	\$8.40
24	Remove/Install	RT Handle, outside		0.4 B	\$11.20
25	Remove/Install	RT R&I trim panel		0.5 B	\$14.00
26	Repair	Set up on Floor		0.5 B	\$14.00
27	Repair	Pull to Rocker		1 B	\$28.00
28	Repair	RT Door shell		1* B	\$28.00
28	Repair	RT Door shell			
29		QUARTER PANEL			
30	Repair	RT Quarter pnl assy w/o folding rear sea		1* B	\$28.00
30	Repair	RT Quarter pnl assy w/o folding rear sea		2.2 R	\$61.60
31		Overlap Major Adj. Panel		-0.4 R	(\$11.20)
32		Add for Clear Coat		0.4 R	\$11.20
33		REAR BUMPER			
34	Remove/Install	R&I bumper cover		1.3 B	\$36.40
35		REAR LAMPS			
36	Remove/Install	RT Tail lamp assy			
37	Sublet	Hazardous Waste			\$3.00
38	Remove/Replace	Cover Car	\$8.00 1	0.5 B	\$14.00
39	Refinish	Color Tint (no blends)		0.5 R	\$14.00

Totals**Parts**

Part	Sub Total	Adj %	Adj \$	Total
Sublet	\$3.00	0.00 %	\$0.00	\$3.00
Other	\$28.00	0.00 %	\$0.00	\$28.00
Parts Total				\$31.00

Labor

Type	Additional Labor	Rate	Hours	R*H	Sub Total
Body	\$0.00	\$28.00	27.6	\$772.80	\$772.80
Paint	\$0.00	\$28.00	8.6	\$240.80	\$240.80
Labor Total					\$1,013.60

Materials

Paint Materials	\$98.00
-----------------	---------

2 Stage Paint	\$22.40
Materials Total	\$120.40
Miscellaneous	
Miscellaneous Total	\$0.00
Adjustments	
Deductible	\$0.00
Sales Tax	\$12.99
Orig Total	\$1,191.99
Final Total	\$1,177.99





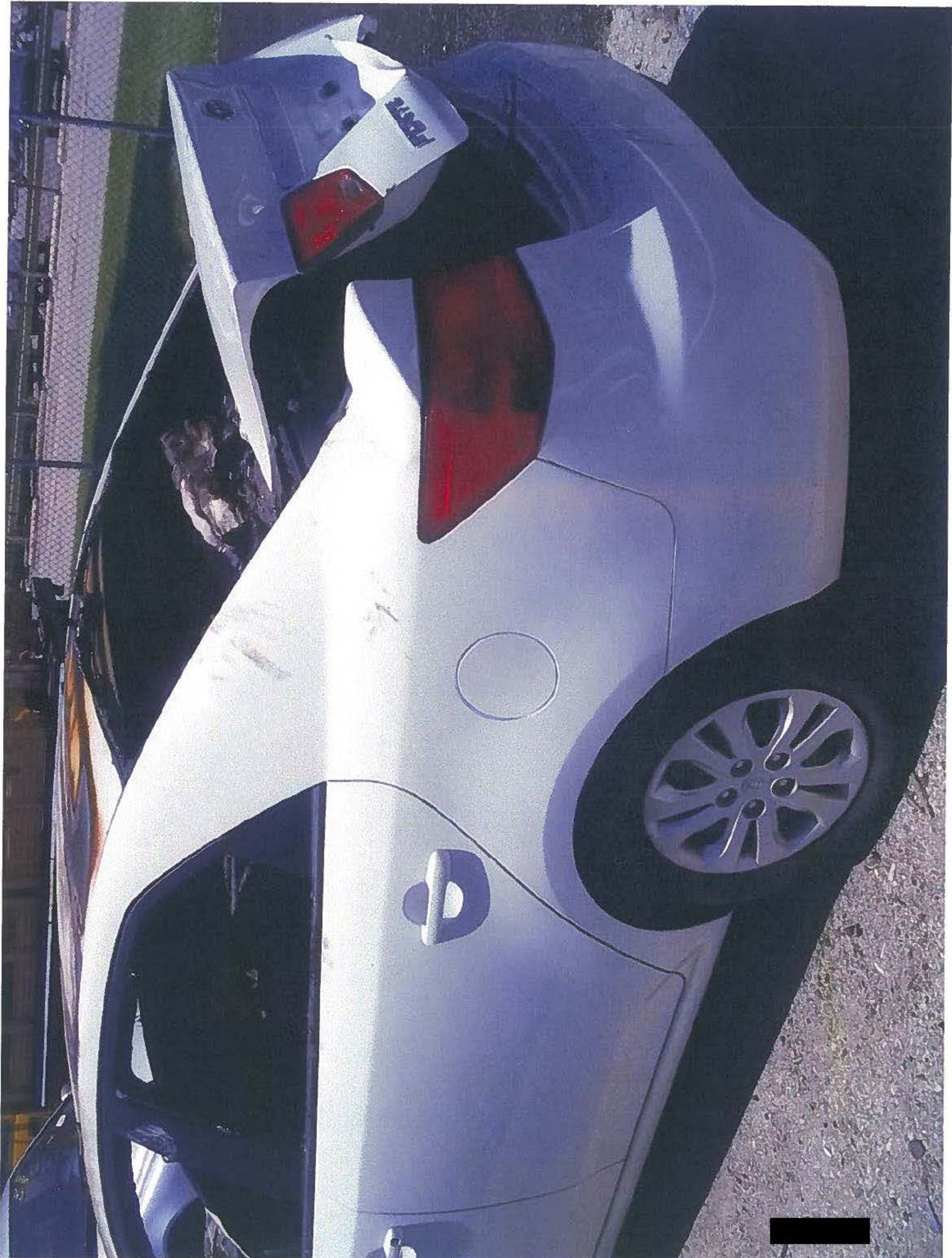


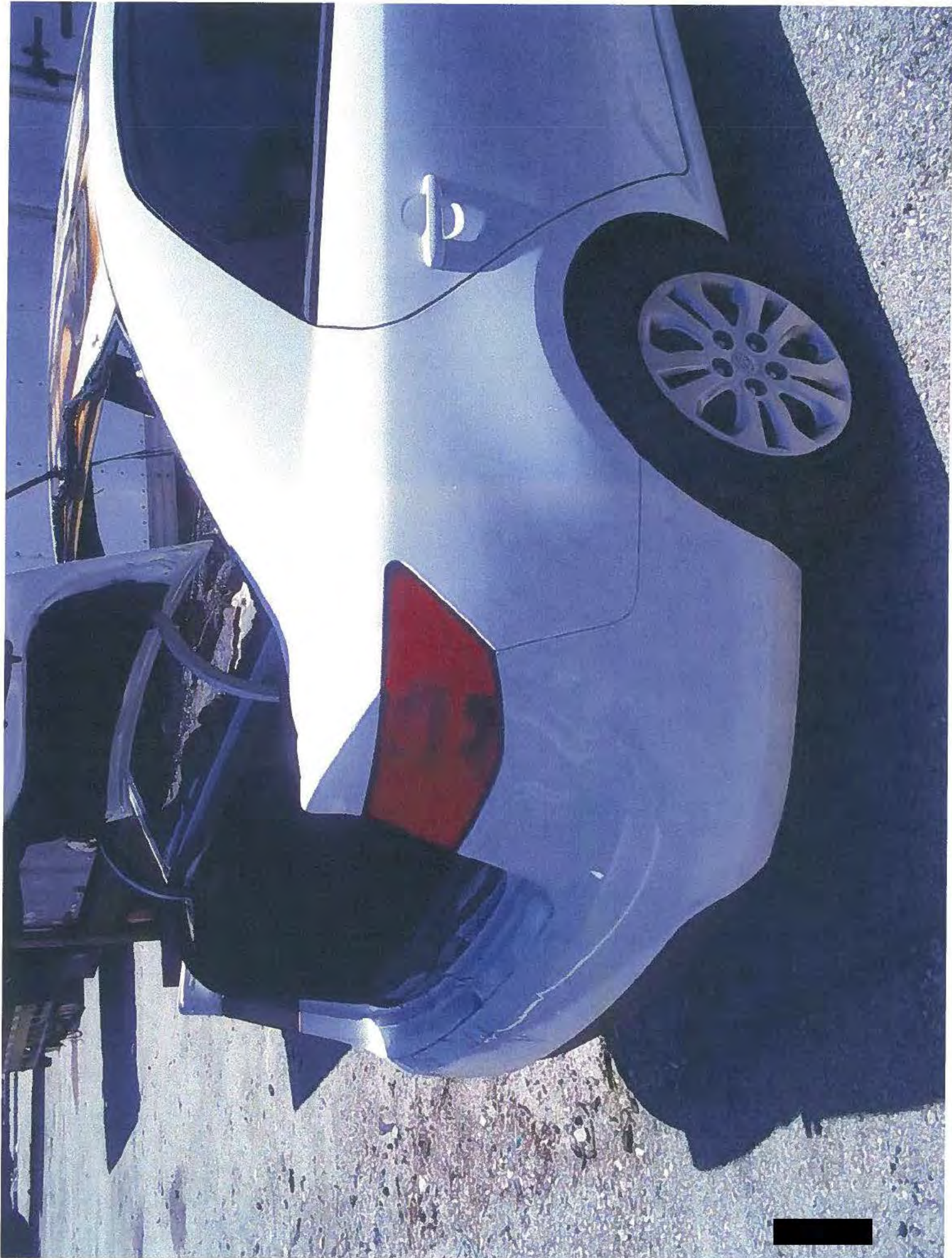














KIA MOTORS

The Power to Surprise™

KIA MOTORS AMERICA, INC.
Corporate Headquarters

Irvine, CA

TEL:

FAX:

May 29, 2012

Enterprise Rent A Car

St. Louis, MO

Enterprise Claim:

Kia Case:

Vehicle: 2010 Kia Forte – VIN KNAFU4A20

Dear

This letter is to confirm that Kia Motors America, Inc. (KMA) has completed its review of the documents and photos provided by Enterprise regarding the aforementioned vehicle.

After completing a detailed review of the provided documents, KMA does not wish to be a part of any inspection at this time. Furthermore, this letter serves to advise you that if you intend to bring a claim against a Kia entity, we believe you are obligated to preserve the subject vehicle, including any and all of its components parts in its immediate post-incident condition, and that the vehicle remain intact, unchanged and protected from the elements during the pendency of this matter, in order to avoid any potential claim Kia may otherwise have for spoliation of this key evidence. Kia specifically requests that you engage in no procedures that will alter in any way the appearance, shape or function of the vehicle or any of its component parts. We also request that you not permit any person to alter or conduct any testing on the vehicle or its components, absent a mutually agreeable protocol.

Based on the information you provided and our review, KMA will take no further action in this matter at this time. If you have additional information you wish to be considered, please forward it to me at the above address. Thank you for your courtesy and cooperation.

Sincerely,

Tyrone Thomas
National Consumer Affairs
Kia Motors America, Inc.

PE19-004

KIA

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CA FILES

FORTE





KIA MOTORS

The Power to Surprise™

KIA MOTORS AMERICA, INC.
Corporate Headquarters

Irvine, CA

TEL:

FAX:

December 6, 2011

Enterprise Rent-A-Car

[REDACTED]

Carson, CA

RE: Kia Case [REDACTED]
2010 Kia Forte - KNAFU4A25 [REDACTED]
Your File: [REDACTED]

Dear Libby Poehling:

This letter is to confirm that Kia Motors America, Inc. (KMA) has received your letter dated September 16, 2011 regarding the aforementioned vehicle. We at KIA Motors America, Inc. (KMA) regret the circumstances that prompted you to contact us. After a careful review of the information you submitted, we are denying your claim due to the following reason:

- Lack of maintenance

Thank you for taking the time to bring your concerns to our attention. Kia Motors America, Inc will take no further action at this time.

Sincerely,

[REDACTED]

Jeff Stroup
National Consumer Affairs
Kia Motors America, Inc.

[REDACTED]

PE19-004

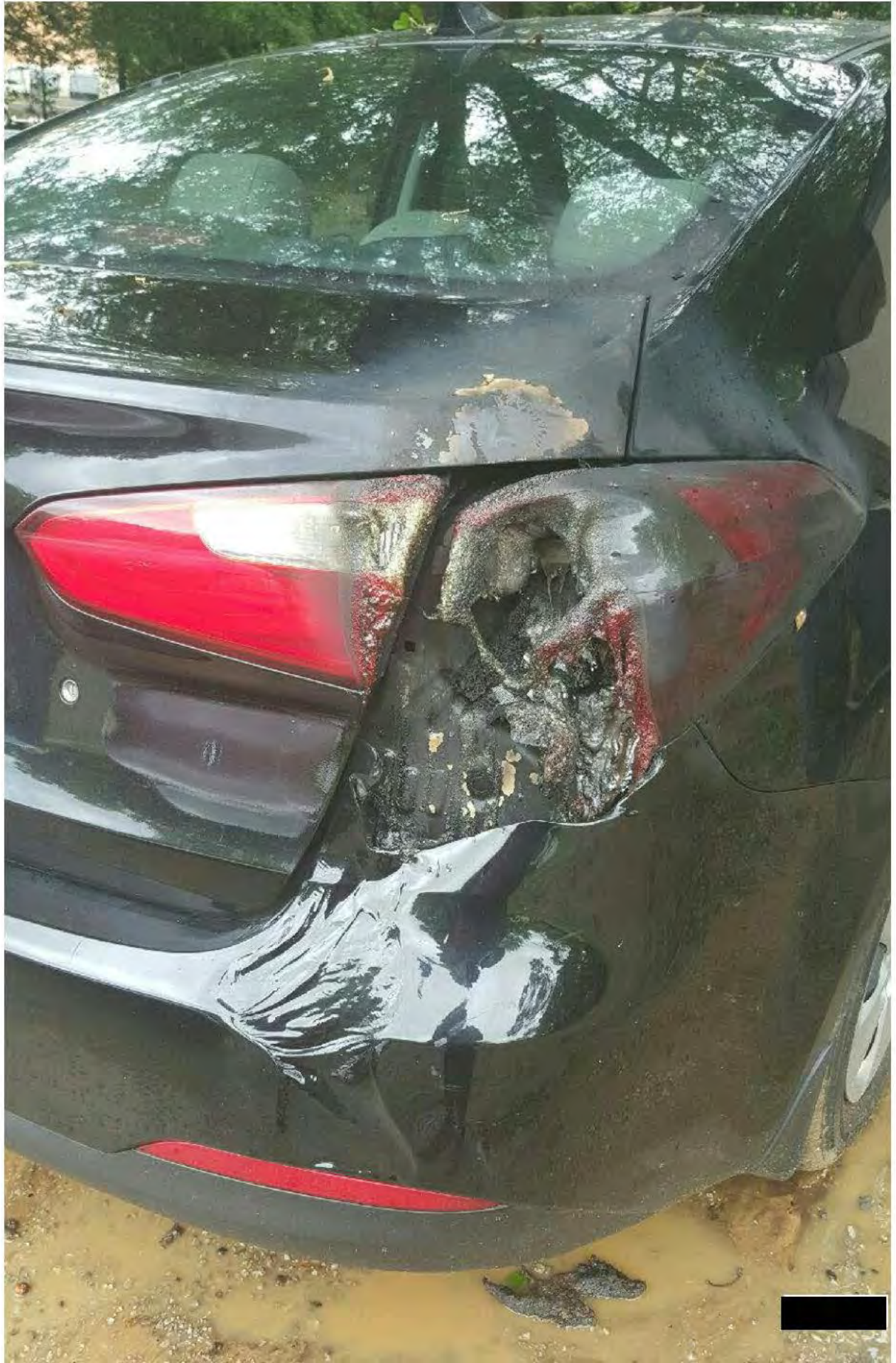
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Progressive Pinnacle appra...



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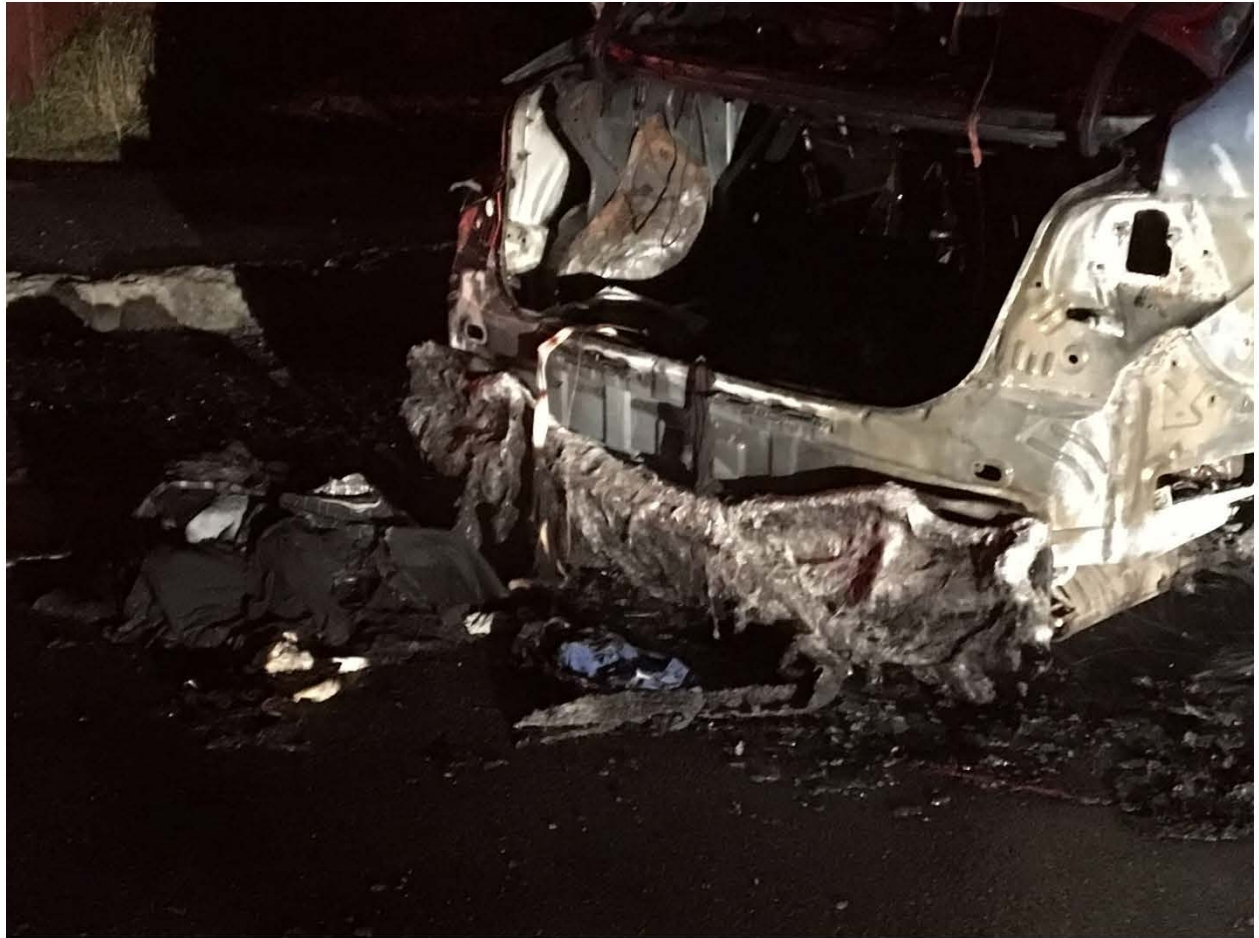


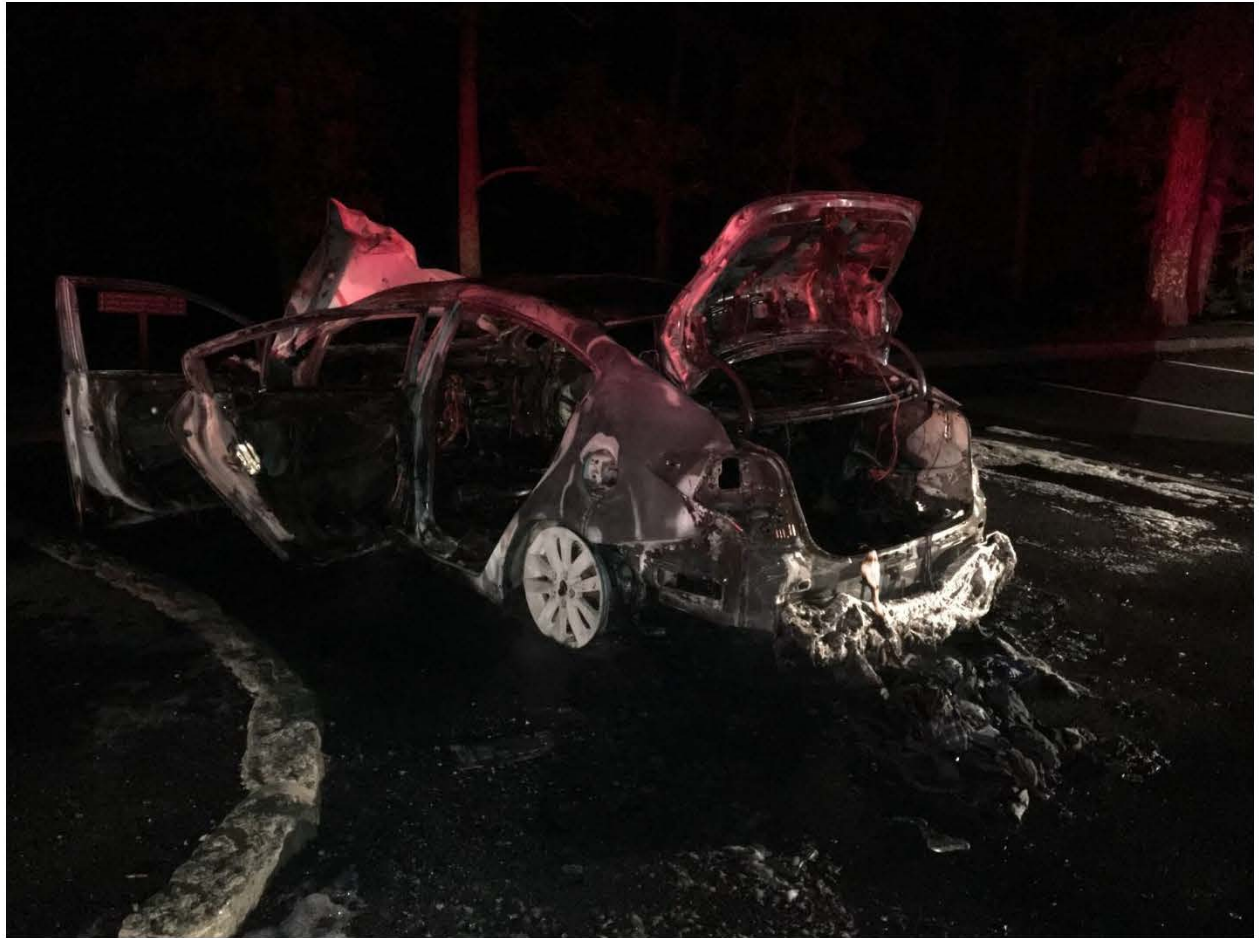
Copyright © 2016 Pinnacle Auto Appraisers

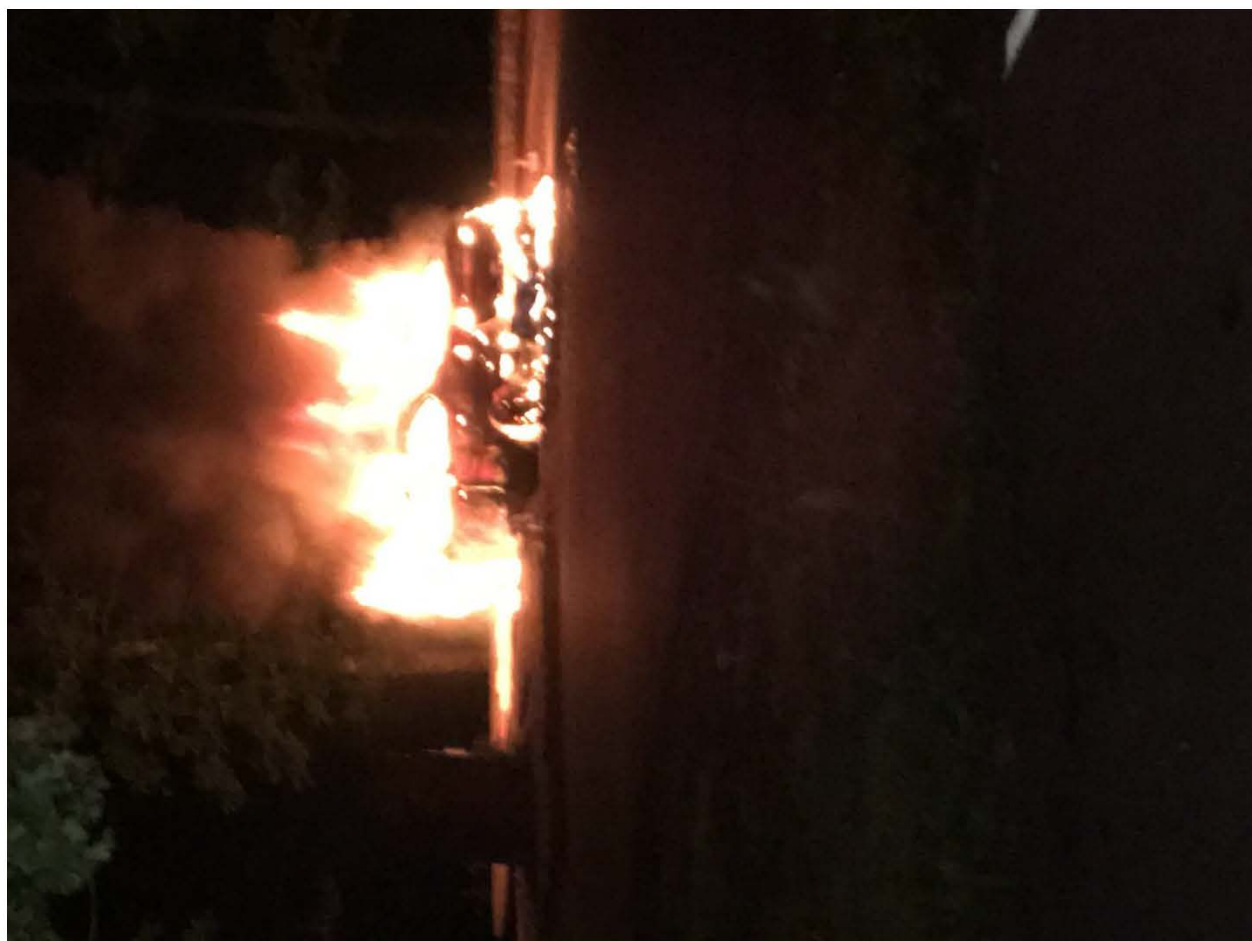














PE19-004

KIA

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