

PE19-004

KIA

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FORTE



Claim: [REDACTED] Windows Internet Explorer provided by Enterprise Holdings

ICE

Search VR Tools File Assignment Reports Approvals Tools Help Close Window Logout

Retrieve Claim Claim Search Diary Search

Loss Info: [REDACTED] 2011

Save Cancel

Rental Info: Daily Rer

Loss Info: [REDACTED] 011

V1: Unit # 7CVKCVW

Estimate: CARS C

Transaction Grid

Renter/Driver: HIL

Employer: WAI

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

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

Collision

Related Claim #

Road Condition

Catastrophe

Weather

Road Type

start

Inbox - Microsoft O...

RALPH: et - Reflect...

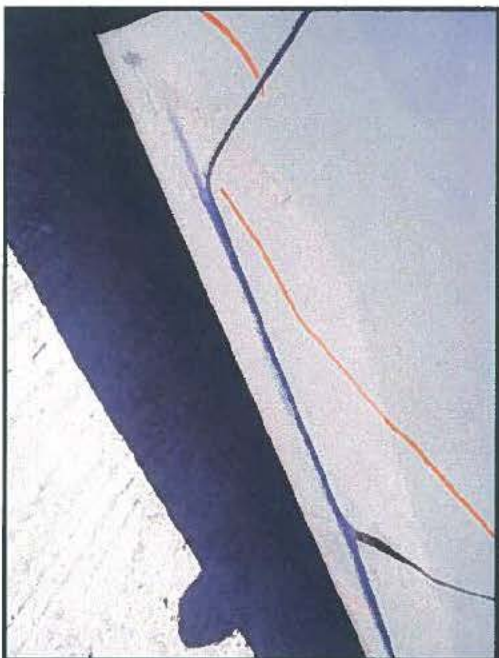
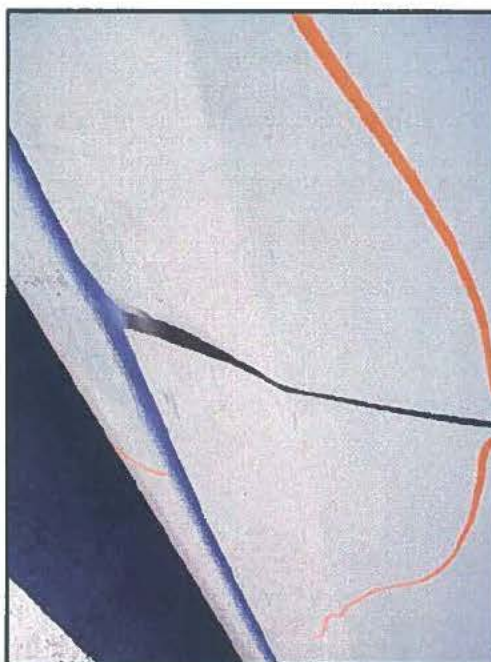
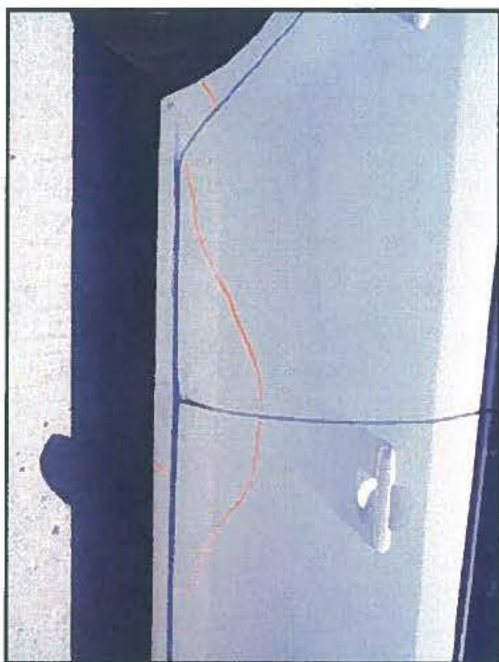
Startup Page - Wind...

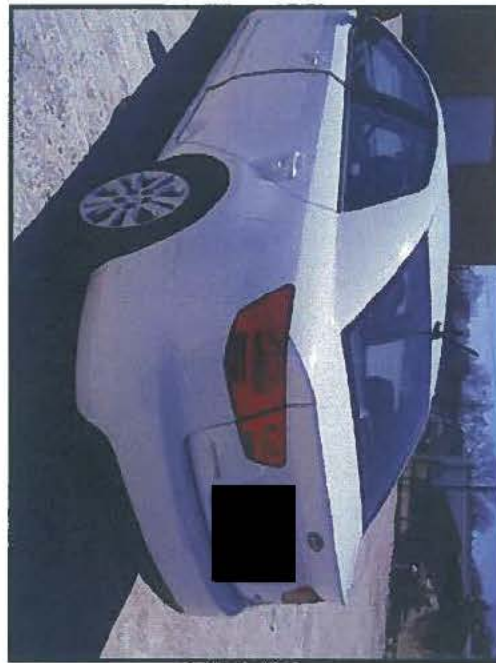
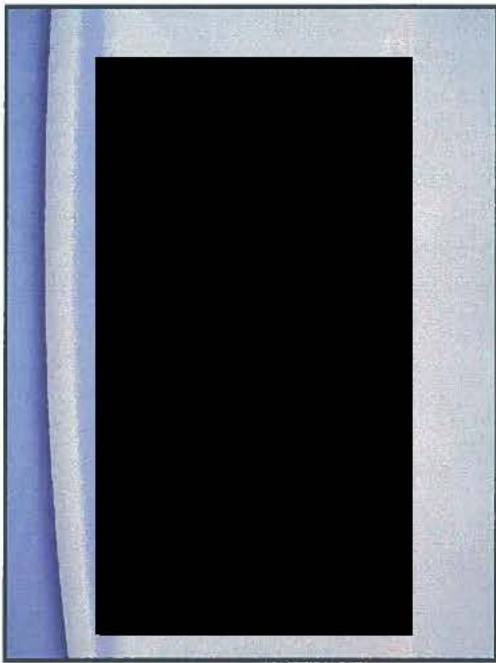
Claim: 1SA7DR014...

TV

12:58 PM









 OWNER OF VEHICLE:
 BRANCH ADDRESS:

6/23/011 55 PM		RENTAL TYPE I	SOURCE Sterling	RENTAL AGREEMENT NO.
START CHARGES IF DIFFERENT		HOME PHONE		\$29.99/day
ORIGINAL VEHICLE		CITY Bellwood	STATE IL	OFFICE PHONE
WHILE	DOE	DOB 6/2/1989	EMPLOYER	
MODEL	ECARD	DRIVERS LICENSE NO.	STATE IL	EXPIRES 6/2/2015
MILE-AGE	IN	BILL TO N	COMPANY	
OUT	28588	ATTN	PHONE	EXT.
DRIVEN		REFERENCE NUMBER		
CONDITIONS UNLAWFUL TO		ADDITIONAL AUTHORIZED DRIVERS - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. REQUEST OWNER'S PERMISSION TO ALLOW DRIVER'S LICENSE NO. STATE EXP.		
NO DAMAGE		ON MY BEHALF, I AM ACCEPTING THE TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT. THE DRIVER WILL AFFECT		
CONDITIONS ON RETURN THE		AND THE FOLLOWING STATES:		
E 18 14 30 12 50 34 78 F		OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.		
No Gasoline Refunds				
Collision Damage Waiver Notice:		RENTER ACCEPTS OPTIONAL COLLISION DAMAGE WAIVER (CDW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE COW NOTICE TO LEFT AND PARAGRAPH 18. COW IS NOT INSURANCE.		
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 credit card or insurance coverage will cover damage to the vehicle.		RENTER: X Accepts CDW		
		RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 18.		
		RENTER: X Accepts PAI		
		RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 17.		
		RENTER: X Accepts SLP		
		ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT. WHICH CONSISTS OF PAGES 1 THROUGH 4.		
		I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE RENTAL AGREEMENT AND I HAVE SIGNED IT. I HAVE ALSO SIGNED THE COLLISION DAMAGE WAIVER, PERSONAL ACCIDENT INSURANCE, AND SUPPLEMENTAL LIABILITY PROTECTION. I HAVE ALSO SIGNED THE COLLISION DAMAGE WAIVER, PERSONAL ACCIDENT INSURANCE, AND SUPPLEMENTAL LIABILITY PROTECTION. I HAVE ALSO SIGNED THE COLLISION DAMAGE WAIVER, PERSONAL ACCIDENT INSURANCE, AND SUPPLEMENTAL LIABILITY PROTECTION.		
		246KK		
COLOR	LICENSE NO.	I WILL RETURN CAR BY:		
MODEL	ECARD	DATE	TIME	DEPOSITS: 100
MILE-AGE	IN	AMOUNT	PAID BY	
OUT				
DRIVEN		ADDITIONAL INFORMATION		
CONDITIONS UNLAWFUL TO		Small scratches Small ding on back RT		
NO DAMAGE		GMAC 1-888-233-4575 ex 37772 #Claim#		
CONDITIONS ON RETURN THE				
E 18 14 30 12 50 34 78 F				
No Gasoline Refunds				
E 18 14 30 12 50 34 78 F				

TOTAL CHARGES

DEPOSITS

REFUNDS

AMOUNT DUE

CLOSED BY

PAID BY	CASH	CHECK	CHARGE
RECEIPT OF CASH REFUND	DATE	AMOUNT	RECEIVED BY

VICTIM INFORMATION NOTICE/ CHICAGO POLICE DEPARTMENT

INCIDENT NONON - CRIMINAL - DAMAGE TO REAL PROPERTY - FIRE BEAT/UNIT OF ASSIGNMENT 502

DATE/TIME OF OCCURRENCE 1/1 0130-0200 BEAT OF OCCURRENCE 532

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

If an arrest has taken place, the following is your court information: Date: _____ Time: _____ Court Branch: _____ Court Loc.: _____

If you need more help call the Victim/Witness Assistance Program of the Cook County State's Attorney's Office at (773) 883-7280.

Your case will be on a file with the Chicago Police Department under the above listed R.D. Number. Refer to this number whenever you are communicating with the Chicago Police Department concerning this incident. Your case will be assigned for follow-up investigation based upon specific facts obtained during the initial investigation. The presence of these facts can predict whether a comprehensive follow-up investigation would likely result in the arrest and prosecution of the suspect(s) or the recovery of property. Your case will be reviewed and retained to determine if criminals active in the area can be identified. A detective will not routinely contact you unless additional information is required or your further assistance is needed.

TO REPORT ADDITIONAL INFORMATION

If you have knowledge of specific facts which might assist in the investigation of your case, please contact the unit marked below:

ROBBERY/BURGLARY/THEFT	HOMICIDE/GANG/SEX	SPECIAL VICTIMS UNIT
AREA 1 ☐ (312) 747-8382	☐ (312) 747-8310	☐ (312) 747-8385
AREA 2 ☐ (312) 747-8273	☐ (312) 747-8271	☐ (312) 747-8276
AREA 3 ☐ (312) 744-8263	☐ (312) 744-8261	☐ (312) 744-8268
AREA 4 ☐ (312) 746-8253	☐ (312) 746-8261	☐ (312) 746-8259
AREA 5 ☐ (312) 745-8382	☐ (312) 746-8262	☐ (312) 746-8385

BOMB & ARSON (ALL AREAS) ☐ (312) 746-7818

COPY OF THE FIRE REPORT

The above listed R.D. Number may suffice for insurance purposes. However, there may be instances when a copy of the case report is desired. A copy of the case report which verifies that an incident of injury, loss or damage has been reported to the Chicago Police Department may be obtained after 14 working days from the date the incident was reported. To obtain a copy of the report, send a check or money order payable to the "DEPARTMENT OF REVENUE-CITY OF CHICAGO" in the amount of \$30 and a self-addressed stamped return envelope to: Chicago Police Department/Headquarters, Records Inquiry Section, 1st floor, 351, 3510 South Michigan Avenue, Chicago, Illinois 60653. Include the following information with your request: 1) Victim's name and address (or person reporting crime); 2) Type of incident; 3) Address of occurrence; and 4) R.D. Number.

MAKE THE RIGHT CALL

To report a crime in progress or other emergency that requires immediate police response, call 911. To report non-emergency situations, call the Police Department at 311 within City limits, or if outside the City limits call (312) 748-6486.

CHICAGO ALTERNATIVE POLICING STRATEGY (CAPS)

SAFE NEIGHBORHOODS ARE EVERYBODY'S BUSINESS

The police alone cannot solve the problems of crime in our City. It takes an active and informed community working with the police and other City agencies to really make a difference. Join your neighbors and your neighborhood police officers as we work together to reduce crime and improve the quality of life in our City. Become part of the CAPS team in your community. To find out how, call:

CAPS HOTLINE: (312) 744-CAPS (312) 744-2277 or 311

More information about CAPS is available online at <http://www.cityofchicago.org/CAPS>

You live on Beat _____ Your next Beat Community Meeting will be held on (date / time)

at (location)

CPO-11.383 (Rev. 6/06)-English

Event# 13401.01

IMPORTANT: RETAIN THIS NOTICE FOR YOUR PERSONAL RECORDS

Fax # (312) 748-6466

TELECOMMUNICATIONS DEVICE FOR THE DEAF/TELETYPE (TDD/TTY)

Hearing-impaired persons who possess such equipment may communicate with the Chicago Police Department 24 hours a day by calling (312) 748-9715. Hearing-impaired persons in need of assistance during normal business hours may also contact their local police district or the Preventive Programs and Neighborhood Relations Division at (312) 745-8888.

OBTAINING A WARRANT OR SUMMONS FOR CRIMINAL CHARGES

If an arrest is made, you will be informed of the date, time, and location of the court proceedings at which your appearance will be required. When you report a crime and an arrest is not made, you may go in person to the appropriate court listed below to request that criminal proceedings be initiated by way of a warrant or summons. Bring this Victim Information Notice and any other relevant information, such as the offender's name, physical description, and home address to the warrant officer assigned to the court between 8:30 am and 11:30 am Monday through Friday (excluding court holidays). The warrant officer will then assist you in the process of obtaining the warrant or summons.

Police District of Occurrence

- ☐ 14,15,16,17,25
- ☐ 16,19,20,23,24
- ☐ 2,7,8,9,21
- ☐ 3,4,5,8,22
- ☐ 1,10,11,12,13

Court Branch for Warrant or Summons

- Branch 23 5555 W. Grand Ave.
- Branch 26 2452 W. Belmont Ave.
- Branch 34 155 W. 51st St.
- Branch 35 727 E. 111th St.
- Branch 43 3150 W. Flournoy St.

*For incidents relating to domestic violence, a warrant/summons will only be issued from the Domestic Violence Court located at 666 West Harrison, on the first floor.

AUTOMATED VICTIM NOTIFICATION (AVN)

The County of Cook has a toll free, multilingual, 24-hour Automated Victim Notification System. To obtain information about a defendant's court date or custody inside of Cook County Jail: call 1-877-848-3448. Do not depend only on the AVN for your safety. If you feel that you may be in danger, take precautions as if the defendant has already been released.

ILLINOIS CRIME VICTIMS NOTIFICATION

Innocent victims of violent crime may be eligible to receive benefits from the Illinois Crime Victims Compensation program for such costs as medical, funeral, loss of support, and wage loss. NO RECOVERY IS PROVIDED FOR PROPERTY LOSS OR DAMAGE, NOR FOR PAIN OR SUFFERING. To apply or to determine whether one qualifies, the victim, or if deceased, a relative or dependent, must contact the Illinois Attorney General's Office. Further information and claim forms can be obtained from the Crime Victims Compensation Program, Office of the Attorney General of Illinois, 100 West Randolph Street, 13th Floor, Chicago, Illinois 60601, or by calling (312) 814-2581.

RECOVERY OF PROPERTY - STOLEN VEHICLE RECOVERED

The Chicago Police Department must be notified IMMEDIATELY, via the "911" emergency number, when property reported lost or stolen is recovered.

CREDIT CARDS - CHECKS, LOST OR STOLEN

Immediately notify the concerned credit card issuer or bank by telephone to reduce the possibility of being liable for the unauthorized use of your lost or stolen credit card or check. It is suggested that you also inform the credit card issuer or bank in writing as a follow-up measure to ensure proper notification.

To: P.1/5

P.02 312 793 9735

I D E S

JUL-11-2011 13:42

JAN-11-2011 15:05 From:K4334

(Page 2 of 2)

Search | Operational Info | History | Hold Status | **RO History** | Notes

Vehicle Information

Unit Nbr: [REDACTED] VIN/Chassis: KNAFU4A2GAS [REDACTED] Plate Nbr: [REDACTED] St: WI Miles: 28,588 Next PM: 28,000 Year: 2010 Make: KIA Model: FORT Series: 4DEX

Repair Orders: 1 - 4 of 4 records

Add Remove

RO Nbr	Repair Type	Subtype	Completed Date	Service M/km	Comments	User/ Tech ID
[REDACTED]	PM	PO	15-MAR-2011	21500	lofr@autodoc	E331HQ
[REDACTED]	PM	PO	12-OCT-2010	13940	LOFR @ Firestone	E894JJ
[REDACTED]	PM	PO	02-JUL-2010	6768	SJTF-LOFR	E242GH
[REDACTED]	PM	PO	15-APR-2010	3860	ootg	E4916X

[Export to Excel](#)

First Previous 1

Next Last

Save Changes

Quick Search

F7 - Update Vehicle

New ROs cannot be created!

E0475M Admin Admin Reg As Enterprise@USG Application - Windows Internet Explorer provided by Enterprise Holdings

Enterprise

Vehicle Information | Repair Orders | Vehicle Registration | Operational Info | Job Rev | Inventory | Utilities | Help

Vehicle Information

Search | Operational Info | **Vehicle Info** | History | Hold Status | BO History | Notes

Vehicle Information

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

Repair Orders: 1 - 4 of 4 records

Unit Nbr	Repair Type	Subtype	Completed Date	Service Miles	Comments	User/Technician
[REDACTED]	PM	PO	15-MAR-2011	21508	lofr@autodoc	E331HQ
[REDACTED]	PM	PO	12-OCT-2010	13948	LOFR @ Firestone	E684JJ
[REDACTED]	PM	PO	02-JUL-2010	6768	SJTF-LOFR	E242QH
[REDACTED]	PM	PO	15-APR-2010	3860	odg	E4916X

[Export to Excel](#)

First Previous 1

Next Last

View Images

Quick Search

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

6307051452

T-797 P.001/001 F-255

AUTO DOC

BAR #: 36-4359780
 AMERICAN CAR CARE CENTER
 10 S 644 HWY 83
 BURR RIDGE, IL 60527
 Phone: 630-655-9326 FAX: 630-655-9379

Invoice No.

Order Date 03/15/11 08:59 am
 On Accl

Page 1

INQUIRE ABOUT OUR TUNEUP SPECIAL

ENTERPRISE CAR RENTAL
 105638 RT 63

HINSDALE IL 60521
 Home Phone: 630-455-2700
 Business: 708-233-9100 Y 232

10 KIA FORTE WHITE

21497 Mi Fleet # [REDACTED]
 Lic: [REDACTED] WI CVR RNE
 Vin: KNAFU4A20A [REDACTED]
 Eq: [REDACTED]
 Profile: [REDACTED]

Quotes

1 03/15/11 08:59am 0.00
 ENTERPRISE CAR R in person

Job01 5W20-SPECIAL

Labor: 0.05 hrs@ \$82.50/hr = \$3.88

5W20	ALL CLIMATE MOTOR OIL-N	5.0 @	2.60 = \$	13.00
VO-108	OIL FILTER-N	1.0 @	4.95 = \$	4.95
				17.95

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 is to be rendered as soon as all services have been completed. Failure to complete payment and vehicle pickup will result in storage fees starting at but not limited to \$25 a day. If vehicle is returned without repairs being done, a diagnosis charge may be applied to the customer's bill.

Payments to AUTO DOC

1 03/15/11 25.12 On Accl

Cost Summary

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 7CVKWCW ENTERPRISE Address WILLOWBROOK Home Phone 111-111-1111 Work Phone				Insured 7CVKWCW ENTERPRISE Address WILLOWBROOK Home Phone Work Phone				
Insurance Company ENTERPRISE HOLDINGS, INC. Address Phone Fax				Adjuster Adjuster Phone Email Inspection Location Address 300 S WASHINGTON LAGRANGE, IL 60525 Phone Fax 708-579-5240				
Repair Facility Repair Facility Name LAGRANGE CARS COLLISION XXX Address 300 S WASHINGTON LAGRANGE, IL 60525 Phone 708-579-1200 Fax 708-579-5240 Federal Tax ID 364200771 State 3358 BAR				Estimator Information Estimator Casey Krivanec Office Address Email Phone Fax				
Estimate Information File ID 1qib157y_S2 Sup No. S02 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	KNAFU4A20A5[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
-----------------	---------

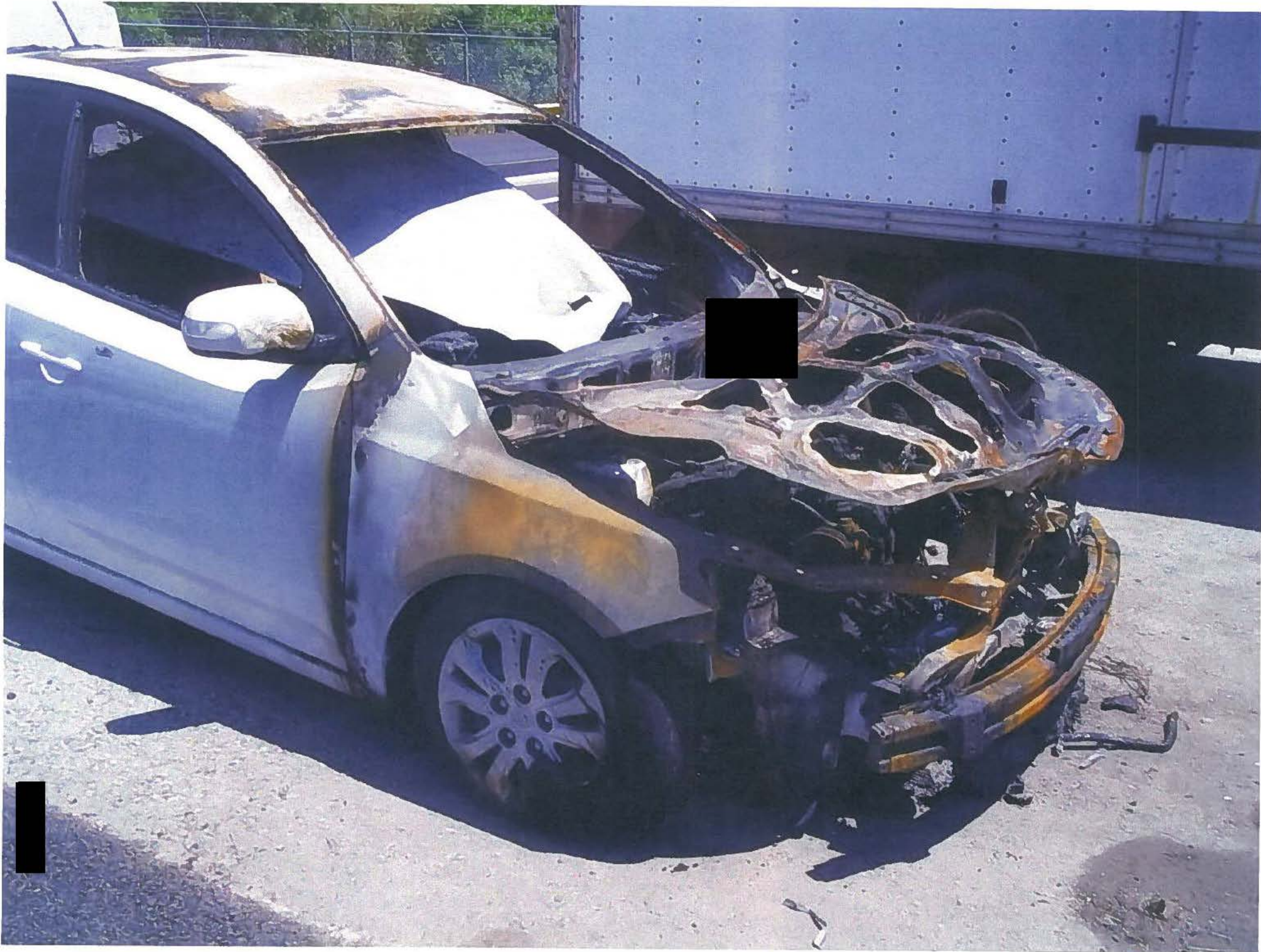
2 Stage Paint	\$22.40
Materials Total	\$120.40
Miscellaneous	
Miscellaneous Total	\$0.00
Adjustments	
Deductible	\$0.00
Sales Tax	\$12.99
Orig Total	\$1,191.99
Final Total	\$1,177.99





















KIA MOTORS

The Power to Surprise™

KIA MOTORS AMERICA, INC.
Corporate Headquarters
111 Peters Canyon Road
Irvine, CA 92606-1790
TEL: (949) 468-4800
FAX: (949) 468-4905

May 29, 2012

Enterprise Rent A Car
Deborah Levalds
600 Corporate Park Drive
St. Louis, MO 63105

Enterprise Claim: [REDACTED]
Kia Case: [REDACTED]
Vehicle: 2010 Kia Forte – VIN KNAFU4A20AS [REDACTED]

Dear Ms. Levalds:

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 of 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,

[REDACTED]

Tyrone Thomas
National Consumer Affairs
Kia Motors America, Inc.

[REDACTED]

PE19-004

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KIA MOTORS

The Power to Surprise™

KIA MOTORS AMERICA, INC.
Corporate Headquarters
111 Peters Canyon Road
Irvine, CA 92606-1790
TEL: (949) 468-4800
FAX: (949) 468-4905

December 6, 2011

Enterprise Rent-A-Car
Libby Poehling
P.O. Box 4487
Carson, CA 90749

RE: Kia Case [REDACTED]
2010 Kia Forte - KNAFU4A25A5 [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

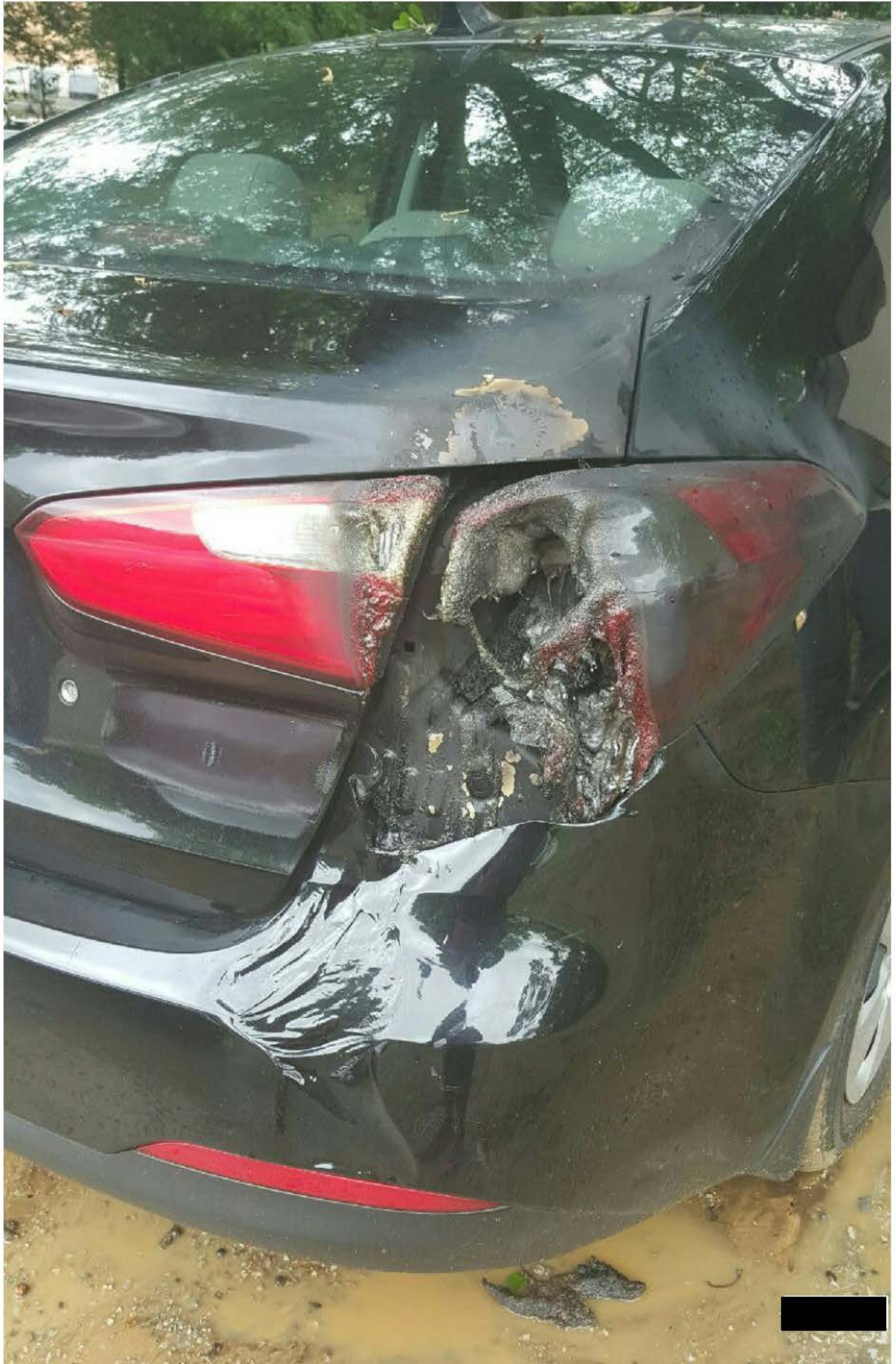
KIA

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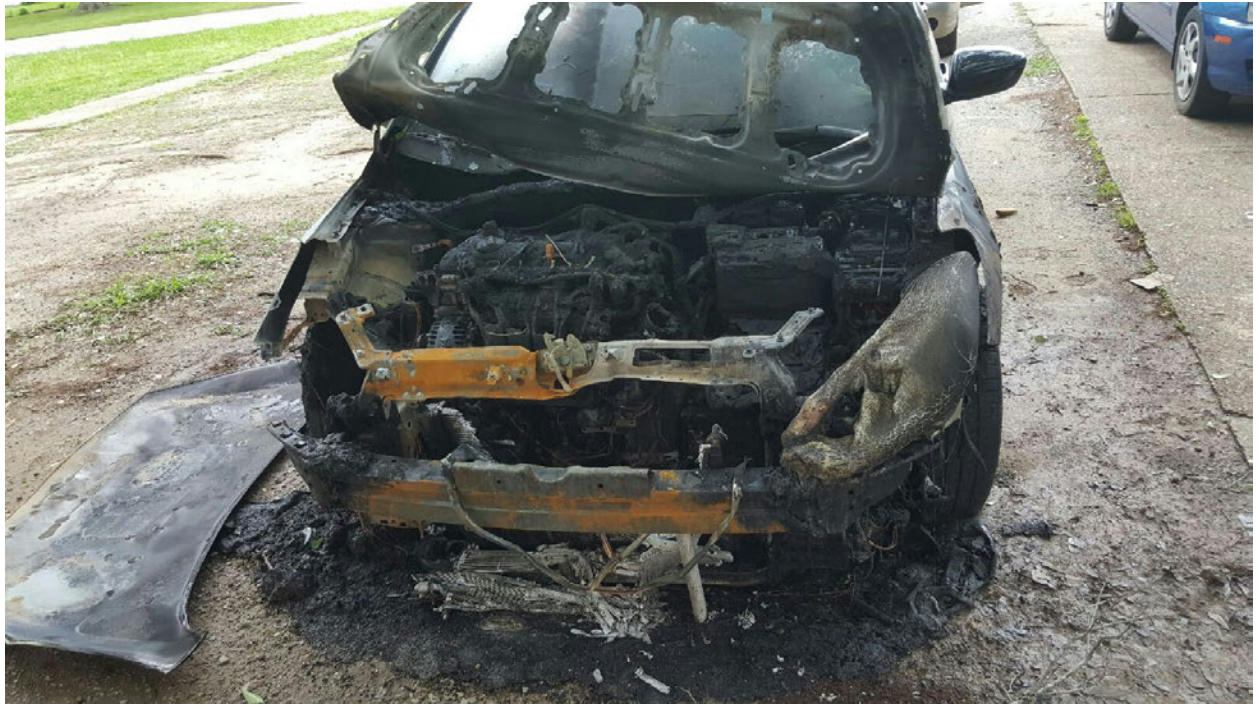
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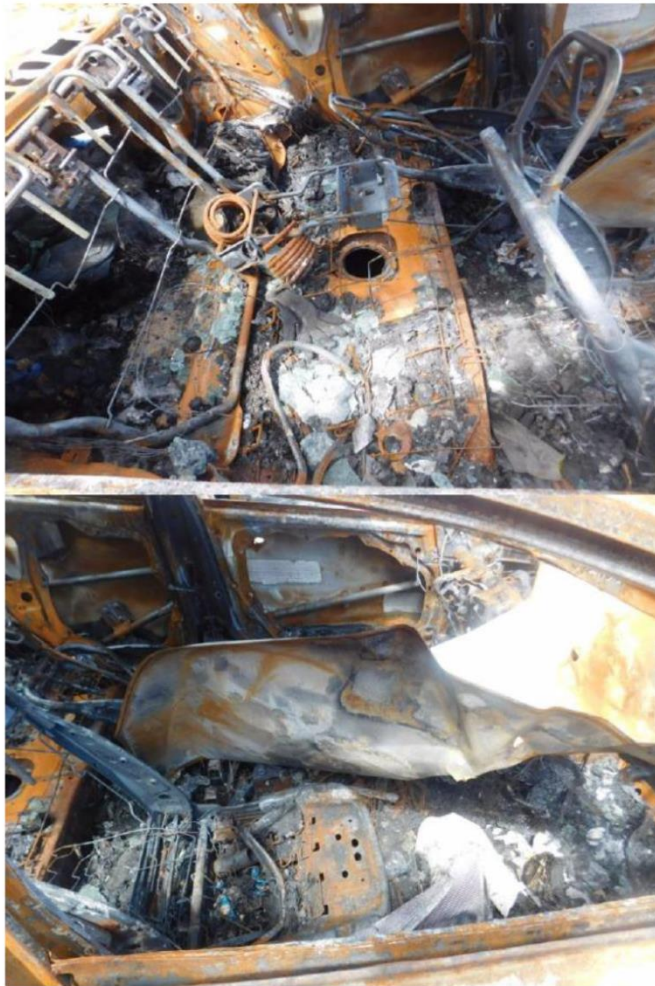


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