

PE19-004

KIA

DEFECT D

CA FILES

OPTIMA

2016 OPTIMA\_ACCIDENT  
SCRIPTS\_ALLEGED DEFECT  
D\_EXPANDED SCOPE

# Accident Report

Case [REDACTED]

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## ***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] was the last person to drive the vehicle

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?

06/06/2017 06:00:00

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

No other structures or vehicles were involved.

B-2) What time was 911 called?

1:55 father had already called before he woke the owner up

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

slight rain

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

0

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

My dad woke me up saying my car was on fire in the driveway.

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

Off

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

The car was stolen back in Jan and 2 weeks later we found it. We took it to a local Kia and it was restored back to OEM parts.

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?

██████████ Rogers AR ██████████

C-1) Which fire agency responded?

Avoca Fire Dept

C-2) What is the fire report number?

[REDACTED]

D-1) Where is the vehicle now?

[REDACTED] rogers Ar [REDACTED]

D-2) Have any repairs been completed?

None

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?

I am requesting a fire investigation for a defect. If it is a defect then I would expect some kind of settlement.



# Accident Report

Case [REDACTED]

---

## ***Report Details***

1. Who Owns the Vehicle?

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

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

No one was driving veh at the time. <Provide Driver's Name, Address, and Phone>

3. Do You Own the Vehicle?

Yes

4. What is the Age of the Driver?

N/A <Driver's Age>

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

At about 10PM that evening. After sitting parked in my driveway since 7pm. <DATE> and <TIME>

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

Cold and storm brewing <ROAD & WEATHER CONDITIONS>

7. What Speed was the Vehicle Traveling?

0 - it was parked <VEHICLE SPEED>

8. Were any Other Vehicles Involved in the Accident?

Yes, the fire damaged my house and the car sitting parked next to this one. Yes, <Document Vehicle Information>

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

My home address: [REDACTED], Moreno Valley CA [REDACTED]

It was parked <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

13. Were the Police Contacted?

No

16. Was the Insurance Company Contacted?

Auto Statefarm. Claim number: [REDACTED]

State Farm adjuster: Kevin Clark, [REDACTED]

Home owners/Century National: Claim: [REDACTED]

Home repairs claim: Corby Sheffield: [REDACTED]

Personal property claim: Do not have an adjuster yet 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?

Towed the burnt frame.  
State Farm had it towed away 01/04/2017.  
<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 someone know this has happened and we can negotiate something. Insurance deductible, clearing up my credit with KMF after turn in from previous veh...something. <RESOLUTION SOUGHT>

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

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

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

Not Applicable

# Accident Report

Case [REDACTED]

---

## ***Report Details***

A-1) Who owns the vehicle?

Caller

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

"A child of mine"

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

[REDACTED]

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

2

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

Driver [REDACTED] Front passenger seat

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

Shoes in the trunk

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

08/28/2017 02:40:00

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

caller's vehicle only

B-2) What time was 911 called?

7:40pm

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

clear

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

They were at the stoplight. They were going in to a gas station. When they were at the stoplight there was smoke coming out of passengers side. Once they pulled over to gas station smoke stopped coming out and fire started coming out. At that point the engine shut off

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?

Northfield, CA

C-1) Which fire agency responded?

"I don't know"

C-2) What is the fire report number?

"I don't know"

D-1) Where is the vehicle now?

Tow Yard

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?

The car is still under warranty, offer insurance for another vehicle while you investigate

# Accident Report

Case [REDACTED]

---

## ***Report Details***

A-1) Who owns the vehicle?

[REDACTED]

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

[REDACTED]

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

[REDACTED]

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

0

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

N/A

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

Had little things like hairbrush, sunglasses and things like that but nothing major

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

11/10/2017 02:30:00

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

No

B-2) What time was 911 called?

6:20

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

No rain - dry and sunny

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

Going down a side street to work, I saw smoke first and stopped the vehicle, I got out and saw flames, there wasn't any burning smell

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 warning lights - Service was done on the vehicle after 5000 miles, was 20 days until next service needed.

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?

████████████████████ - it was in Lansing, you get off Highway 27 on a side street that connects to Old highway 27



C-1) Which fire agency responded?

Wartburg Volunteer Fire Department

D-1) Where is the vehicle now?

Shannons Wrecker Service

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?

I would love for Kia to give me another car or pay my insurance back because it's something wrong with the car to catch fire

## Accident Report

Case [REDACTED]

---

### ***Report Details***

A-1) Who owns 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?

parked

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

[REDACTED]

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

no passengers

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

no passengers

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

no

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

03/20/2018 02:30:00

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

none

B-2) What time was 911 called?

not

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

veh parked

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

veh parked

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

none

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

veh parked

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?

kia dealer parking lot

C-1) Which fire agency responded?

knox county fire dept

C-2) What is the fire report number?

[REDACTED]

D-1) Where is the vehicle now?

dealer lot

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?

review

## Accident Report

Case [REDACTED]

---

### ***Report Details***

# Accident Report

Case [REDACTED]

---

## ***Report Details***

A-1) Who owns the vehicle?

[REDACTED]

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

[REDACTED]

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

[REDACTED]

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

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?

05/07/2018 11:30:00

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

Just cust vehicle.

B-2) What time was 911 called?

Yes

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

Not known

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

None

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

Was driving and the engine, brake light, found smoke coming from engine compartment brakes did not work had to use the emergency brake

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?

Unknown

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

Unknown

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

 Chicago IL

C-1) Which fire agency responded?

Chicago Fire Dept

C-2) What is the fire report number?

Not yet available.

D-1) Where is the vehicle now?

Copart chicago [REDACTED] Chicago Heights, IL [REDACTED] Stock# [REDACTED]

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?

Be responsible as still under warantry

# Accident Report

Case [REDACTED]

---

## ***Report Details***

A-1) Who owns the vehicle?

[REDACTED]

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

[REDACTED]

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

[REDACTED]

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

0

A-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?

06/14/2018 00:00:00

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

One building: No damage to building.

B-2) What time was 911 called?

5 pm



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

The car was parked in a Stop and Shop parking lot.

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

Not at the scene.

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

I parked my car and the car wasn't even hot. I went to the supermarket to get some items. I wasn't there no longer than 7 minutes. I came out and a woman asked me if that was my car that was on fire. I opened the door and the flames shot out like crazy. The police told me to leave the vehicle alone, but I was trying to save some items. I was so stressed out and overwhelmed that I walked home. I was completely perplexed by what happened. I took a shower and started coughing something black came out of my mouth and noise. I went to the hospital the following day. I had to have a treatment to test my lungs. It turns out that I had to have minor carbon dioxide poisoning.

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

Off

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

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?

 New York, NY

C-1) Which fire agency responded?

Long Beach Fire Dept.

C-2) What is the fire report number?

I am waiting for that.

D-1) Where is the vehicle now?

It may be with Liberty Mutual.

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?

I really don't know. I was going to join a class Action lawsuit. I would prefer to just settle with Kia.

# Accident Report

Case [REDACTED]

---

## ***Report Details***

PE19-004

KIA

DEFECT D

CA FILES

OPTIMA

2016 OPTIMA\_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> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------------------|--------------------|----------------|
|                  |                   | 5XXGT4L1XGG               |                    | 30.000         |
|                  |                   | Prod. Date: 01/15/2016    | Dealer:            |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

### Case History

\*\*\* 06/07/2017 13:30:58 \*\*\*

Contact = Priority = Standard, Sub Status = Dispatched

\*\*\* 06/07/2017 13:30:59 \*\*\*

Web - Note created on 06/07/2017 13:30:59 and created by

Hello,

I was wondering what would be the procedure to follow for my situation.

6/6 at 12am, my car caught on fire and is now total loss. Fire department did not investigate where the fire originated at. However insurance has sent someone to investigate the car at the moment. If they are able to identify the fire origin to be a defect in the car, how would I proceed with you guys to file a claim. My car was purchased a little over a year ago and had around 30,000 miles on it before it got burned. The car was completely turned off and locked before it happened.

\*\*\* 06/07/2017 13:31:14 \*\*\*

20170606\_023730.jpg added by on 06/07/2017 13:30:59

\*\*\* 06/07/2017 13:31:30 \*\*\*

20170606\_023711.jpg added by on 06/07/2017 13:31:15

\*\*\* 06/07/2017 13:31:40 \*\*\*

20170606\_023700.jpg added by on 06/07/2017 13:31:30

\*\*\* 06/07/2017 13:31:52 \*\*\*

20170606\_023655.jpg added by on 06/07/2017 13:31:40

\*\*\* 06/08/2017 08:46:54 (GMT-07:00) Arizona \*\*\*

Accepted from Queue eWebSupport to WIPBin default by Diana Thacker

\*\*\* 06/08/2017 08:47:32 (GMT-07:00) Arizona \*\*\*

Dispatched from WIP default to Queue by

\*\*\* 06/08/2017 10:45:25 (GMT-05:00) Eastern Time (US & Canada) \*\*\*

Accepted from Queue Callcenter to WIPBin default by Kristi Smith

\*\*\* Phone - Call - Outbound created on 06/12/2017 14:45:56 (GMT-05:00) Eastern Time (US & Canada) and created by Kristi Smith \*\*\*

wrt states: called

1. Calling from KCAC.

2. Calling to ask a few questions about your vehicle catching on fire.

3. Do you have a few minutes for me to do that?

cust states:

1. Sure, I do.

wrt states:

1. Took script.

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------------------|--------------------|----------------|
|                  |                   | 5XXGT4L1XGG               |                    | 30.000         |
|                  |                   | Prod. Date: 01/15/2016    | Dealer:            |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. Adv cust that I will escalate his case to get more resources involved and someone will contact him in 2-3 bus days.

cust states:

1. Ok, thank you.

\*\*\* 06/12/2017 14:46:24 (GMT-05:00) Eastern Time (US & Canada) \*\*\*  
TREAD Applicable Date Updated to 06/12/2017 14:46:20

\*\*\* Note - Others created on 06/12/2017 14:57:16 (GMT-05:00) Eastern Time (US & Canada) and created by Krist Smith \*\*\*  
Dispatching to NCA

1. Customer alleges vehicle caught on fire in driveway.
2. Vehicle is currently down in customer's driveway.
3. Customer is requesting for it to be inspected to see if it was a defect and if so then wants to be compensated.
4. Please contact customer with resolution.

\*\*\* 06/12/2017 18:37:41 (GMT-05:00) Eastern Time (US & Canada) \*\*\*  
Dispatched from WIPBin = default to Queue National CA by Kristi Smith  
Reason:

\*\*\* 06/13/2017 07:39:23 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

\*\*\* 06/13/2017 07:43:45 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup  
Reason:

\*\*\* Phone - Call - Outbound created on 06/14/2017 11:56:00 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*  
Called customer, but machine states "person you are trying to reach does not have a voice mailbox setup yet."  
Writer unable to leave message.

\*\*\* 06/14/2017 11:57:07 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Case moved into WIPBin 24/24 and Sub Status of Assigned

\*\*\* Others - Others created on 06/16/2017 13:10:27 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*  
Reviewed case with KMA Engineers:  
1. Advise customer of subrogation process

\*\*\* 06/16/2017 13:11:12 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Case moved into WIPBin Legal Review and Sub Status of Assigned

\*\*\* Letter - Letter Sent created on 06/19/2017 11:25:43 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

**Kia Motors America**  
**Consumer Affairs Department**

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| Last name | First name | VIN of 2016 OPTIMA     | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | 5XXGT4L1XGG            |             | 30.000  |
|           |            | Prod. Date: 01/15/2016 | Dealer:     |         |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Sent customer call me letter via USPS.

\*\*\* 06/19/2017 11:27:58 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Closed with Resolution Code : Letter Sent

[Resolution Summary]

Closing case pending further customer contact.

\*\*\* 06/26/2017 12:35:41 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Reopened with Sub Status of Working

\*\*\* Phone - Call - Inbound created on 06/26/2017 12:35:44 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Received message from customer:

1. My name is
2. Case number
3. I'm here regarding the letter I got in the mail
4. It seems like you haven't been getting a hold of me
5. If you could give me a call at
6. It would be greatly appreciated
7. If I don't answer, just leave a voicemail just so I know that you called
8. Thank you

\*\*\* Phone - Call - Outbound created on 06/29/2017 12:33:14 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Called and spoke with

Writer states:

1. Calling in regards to a 2016 Kia Optima

Customer states:

1. The reason why I reported to you guys is because no one has done an investigation in it
2. As of yesterday, my insurance told me they were going to pay it out and pick up the vehicle
3. I already settled with them
4. I guess since I don't own the vehicle anymore, the insurance will contact you

Writer states:

1. Explained to customer subrogation process

Customer states:

1. Thank you

\*\*\* Note - Others created on 06/29/2017 12:36:24 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

IAA Fayetteville location in Lincoln, AR. Stock

\*\*\* 06/29/2017 12:37:40 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Closed with Resolution Code : Letter Sent

[Resolution Summary]

Closing case pending further customer contact.



# Kia Motors America Consumer Affairs Department

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| Last name | First name | VIN of 2016 OPTIMA     | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | KNAGT4L3XG             |             | 1       |
|           |            | Prod. Date: 03/08/2016 | Dealer:     |         |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

## Case History

\*\*\* 08/28/2017 13:37:01 (GMT-07:00) Arizona \*\*\*

Contact = , Priority = Standard, Sub Status = Working

\*\*\* Phone - Call - Inbound created on 08/28/2017 13:37:04 (GMT-07:00) Arizona and created by Erika Lento \*\*\*

Cust states:

1. My car caught on fire

Wrt states:

1. apologized

2. Ran fire script

3. Provided case number

4. Someone from our National team will reach out with more details

Cust states:

1. ok thank you

\*\*\* 08/28/2017 13:39:20 (GMT-07:00) Arizona \*\*\*

Dispatched from WIPBin = Default to Queue National CA by Erika Lento

Reason:

\*\*\* 08/29/2017 07:30:41 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* 08/29/2017 07:41:16 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup

Reason:

\*\*\* Phone - Call - Outbound created on 08/29/2017 16:22:14 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt used translator service for phone call.

Wrt states

1. Hello contacting in regards to case

2. Please advise

Cust states

1. Vehicle caught on fire

2. Insurance has the car

3. Insurance phone

4. Policy

Wrt states

1. Thank you for information

2. Please provide photos

3. Will review case and follow up.

Cust states

1. Okay thank you,

\*\*\* Email - External Email Sent created on 08/29/2017 16:25:31 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

From: Villalpando, Alex [KMA]



**Kia Motors America**  
**Consumer Affairs Department**

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| Last name | First name | VIN of 2016 OPTIMA     | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | KNAGT4L3XG             |             | 1       |
|           |            | Prod. Date: 03/08/2016 | Dealer:     |         |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Sent: Tuesday, August 29, 2017 4:25 PM

To:

Subject: Kia Motors America

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 report if you have one. 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 08/29/2017 16:25:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/05/2017 and created by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound created on 09/01/2017 15:05:16 (GMT-07:00) Arizona and created by Hui Page \*\*\*

Customer Called Back and States:

1. Calling back on case update
2. (Spanish interpreter)
3. No car and no transportation
4. I was work late this is affection on me a lot
5. Insurance company didn't provide anything until the case is over

Writer

1. Apologized
2. What are you requesting from kia
3. I document on this to f/u

\*\*\* Phone - Call - Inbound commitment created on 08/29/2017 16:25:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/06/2017 and created by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound created on 09/05/2017 13:43:43 (GMT-07:00) Arizona and created by Yeimy Armenta

\*\*\*

Customer states:

- 1 I have been waiting for a response
- 2 I need a car
- 3 I have to drive to work for an hr and it has been hard and stressful
- 4 My car lit of fire and then exploded
- 5 There were someone people that were injured but we are ok
- 6 It has been really stressful
- 7 Experiencing a car explode out of now where is strange
- 8 I was told that you could cover this rental for me

Writer States:

- 1 Sorry to hear about your experience
- 2 Apologized that have been stressed
- 3 Case has been escalated
- 4 is the vehicle at dealership?
- 5 Has a cause of fire been determine?
- 6 Have you contact your insurance company?

**Kia Motors America  
Consumer Affairs Department**

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|           |           |             |                   |
|-----------|-----------|-------------|-------------------|
| Last name | First     | 2016 OPTIMA |                   |
|           | RUBY      | KNAGT4L3XG  | 1                 |
|           |           | 03/08/2016  |                   |
|           | Complaint |             | Product Liability |
|           | Quality   |             | Fire/Explosion    |

7 are their providing a rental at any point?

Customer states:

- 1 I don't know where the car is
- 2 the police requested for the car to be towed to the impound
- 3 then the insurance called me and asked me to release the car
- 4 After that I don't know where the car is
- 5 I don't think is at a dealership but not sure
- 6 My insurance is full cover but they don't cover rental in this incidents
- 7 I need a car

Writer States:

- 1 Understand
- 2 case manager will reach out to you with a response
- 3 due to the car issue is a more complex case
- 4 Please allow time for case manager to reach out

Customer states:

- 1 I have been at this for 2 weeks since this happen
- 2 I need a car not sure why the car exploded but I need a car
- 3 I cant keep asking for rides to work and home is embarassing
- 4 Please have him call meback

Writer Stats:

- 1 understand
- 2 will email with your info and request
- 3 Thank you

\*\*\* Phone - Call - Outbound created on 09/06/2017 14:49:58 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt attempted contact. Unable to leave message for CB

\*\*\* Phone - Call - Inbound commitment created on 08/29/2017 16:25:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/08/2017 and created by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Outbound created on 09/08/2017 08:56:27 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt contacted customer using interrupter

Wrt states

1. Hello contacting in regards to claim
2. What is status with insurance company
3. How many miles were on vehicle
4. When was last maintenance done and where
5. Please provide contact info for insurance agent

Cust states

1. they have not done anything yet, said they are waiting for the fire fighters
2. There was about 31,000 miles
3. My friend or someone helps me

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------------------|--------------------|----------------|
|                  |                   | KNAGT4L3XG                |                    | 1              |
|                  |                   | Prod. Date: 03/08/2016    | Dealer:            |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

4. It was done about 4 months ago

5.

Wrt states

1. Thank you
2. Will contact Gabriel and follow up
3. Do you have any questions

Cust states

1. I need a rental car

Wrt states

1. Apologize
2. Unable to offer at this time, can review for assistance
3. Will contact Gabriel and follow up

Cust states

1. Okay

\*\*\* Phone - Call - Outbound created on 09/08/2017 09:06:25 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt contacted Gabriel at insurance. Gabriel advised waiting on fire report and affidavit from customer before being able to move forward.

\*\*\* Phone - Call - Outbound created on 09/08/2017 16:55:34 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt used Interpreter

Wrt states

1. Hello contacting in regards to case
2. Have reviewed with KMA engineers
3. At this time, could not identify exact cause
4. Recommend to continue working with insurance company
5. Explained subrogation process

Cust states

1. Okay then
2. I do not know if they will cover this because someone else was driving the car
3. Also we are still waiting on documents

Wrt states

1. If they are unable to assist, you may contact me

Cust states

1. Okay

\*\*\* Phone - Call - Inbound commitment fulfilled on 09/08/2017 17:09:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/08/2017 closed by Alex Villalpando \*\*\*

\*\*\* 09/08/2017 17:09:52 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Closed with Resolution Code : Information Given

# Kia Motors America

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------------------|--------------------|----------------|
|                  |                   | KNAGT4L3XG                |                    | 1              |
|                  |                   | Prod. Date: 03/08/2016    | Dealer:            |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

[Resolution Summary]  
Pending further contact.

\*\*\* 09/29/2017 16:42:36 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Reopened with Sub Status of Working

\*\*\* Note - Others created on 09/29/2017 16:42:43 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*  
Tread review completed this date

\*\*\* 09/29/2017 16:43:02 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Closed with Resolution Code : Information Given  
[Resolution Summary]  
Pending further contact.



# Kia Motors America

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------------------|--------------------|----------------|
|                  |                   | 5XXGV4L22G                |                    | 10.000         |
|                  |                   | Prod. Date: 10/05/2016    | Dealer:            |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

### Case History

\*\*\* 11/16/2017 07:53:54 \*\*\*

Contact = , Priority = Standard, Sub Status = Working

\*\*\* Phone - Call - Inbound created on 11/16/2017 07:53:43 and created by Morgan Doss \*\*\*

Customer states:

1. I was driving the veh the other day and it caught on fire
2. The fire department had a hard time getting the fire out, I only had a quarter tank of gas
3. It was scary to me because the day I bought my car I bought my daughter the same type car and now I am worried for her driving
4. After this happened I looked up up recalls
5. I googled kia cars that have caught on fire and there are quite a few this happened to

Writer states:

1. Apologized
2. Advised opened case
3. Ran fire script
4. Provided case #
5. Advised will get resources involved
6. Allow 2-3 business days for contact

Customer states:

1. Thank you

\*\*\* Phone - Call - Inbound created on 11/21/2017 07:13:04 and created by Morgan Doss \*\*\*

Mike West from Farm bureau Ins:

1. I am working on getting a fire report.
2. What is your email and I will send you the fire report to your email
3. This was a total loss case
4. We went and looked at vehicle yesterday and took pictures - we didn't touch or move anything, but wanted to know if Kia is going to want to take a look at this veh
5. My # is or
6. If someone could get back in touch with me ASAP so we can move this vehicle because we are paying storage charges

Writer states:

1. Advised will get this to the right department

Mike states:

1. Thank you

\*\*\* Others - Others created on 11/21/2017 07:14:06 and created by Morgan Doss \*\*\*

Dispatch to NCA

1. Customer alleges veh caught fire
2. Veh located at Storage facility, total loss
3. Customer requesting vehicle be replaced
4. Please review and follow up accordingly.

\*\*\* 11/21/2017 07:16:54 \*\*\*

Dispatched from WIPBin = Default to Queue National CA by Morgan Doss

Reason:

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------------------|--------------------|----------------|
|                  |                   | 5XXGV4L22G                |                    | 10.000         |
|                  |                   | Prod. Date: 10/05/2016    | Dealer:            |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

\*\*\* 11/21/2017 07:48:43 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* 11/21/2017 07:57:03 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup

Reason:

\*\*\* Phone - Call - Outbound created on 11/21/2017 09:14:45 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt states

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

Cust states

1. I was driving and vehicle caught on fire.
2. There were no light and I didnt really notice any burning smell.
3. Have contacted my insurance, farm bureau insurance
4. He said that he didnt really do a thorough inspection because he wants to see what Kia can do
5. Said he has tried contact Kia
6. I do not have any photos or report yet, insurance may have photos
7. Will you all be looking into this
8. Vehicle is currently in storage and it is accruing storage fees
9. Do not know if insurance is moving it and they have not made an offer yet

Wrt states

1. Thank you for information
2. Please provide my contact information to agent
3. Have not yet received contact from your insurance
4. Will work with insurance company once contacted

Cust states

1. that sounds good
2. Thank you

\*\*\* Phone - Call - Inbound commitment created on 11/21/2017 09:22:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/27/2017 and created by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment created on 11/21/2017 09:22:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/28/2017 and created by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment created on 11/21/2017 09:22:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/29/2017 and created by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound created on 11/29/2017 14:11:28 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Mike West from Farm Bureau Insurance attempted contact. Requesting CB.

\*\*\* Phone - Call - Outbound created on 11/29/2017 14:12:55 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt attempted contacted with Mike West at Farm Bureau insurance. Left message for CB

# Kia Motors America

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------------------|--------------------|----------------|
|                  |                   | 5XXGV4L22G                |                    | 10.000         |
|                  |                   | Prod. Date: 10/05/2016    | Dealer:            |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

\*\*\* Phone - Call - Inbound commitment created on 11/21/2017 09:22:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/01/2017 and created by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Outbound created on 12/01/2017 08:45:17 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt attempted contacted with Mike West at Farm Bureau insurance. Left message for CB

\*\*\* Phone - Call - Inbound commitment created on 11/21/2017 09:22:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/05/2017 and created by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment created on 11/21/2017 09:22:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/06/2017 and created by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Outbound created on 12/06/2017 10:38:42 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt contacted Mike at Insurance

Wrt states

1. Hello Mike contacting in regards to case
2. Please provide photos

Mike states

1. Car was looked at but just visual, non destructive
2. Car is at a tow yard but will be moving vehicle to stop incurring fees
3. cust has not settled
4. Can provide you with photos and location once available

Wrt states

1. thank you
2. will review with KMA engineers and follow up

\*\*\* Email - External Email Sent created on 12/06/2017 10:41:49 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Sent: Wednesday, December 06, 2017 10:35 AM

To: fbitn.com'

Subject: Kia Motors America / Farm Bureau Claim #

Hello Mike,

Thank you for speaking with me. Per our discussion, please provide photos of customer's vehicle and location once available. I will review with my KMA engineers and follow up with you. Please contact me if you have any questions or concerns.

Thank you,

\*\*\* Phone - Call - Inbound commitment created on 11/21/2017 09:22:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/08/2017 and created by Alex Villalpando \*\*\*

\*\*\* Email - External Email Received created on 12/08/2017 09:11:53 (GMT-08:00) Pacific Time (US & Canada) and

**Kia Motors America**  
**Consumer Affairs Department**

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| Last name | First name | VIN of 2016 OPTIMA     | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | 5XXGV4L22G             |             | 10,000  |
|           |            | Prod. Date: 10/05/2016 | Dealer:     |         |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

created by Alex Villalpando \*\*\*

Subject: Re: Kia Motors America Farm Bureau Claim #

Alex

Please contact us prior to inspecting the vehicle as we would like to participate in a joint inspection. Thanks for your help.

The IAA stock number is

The IAA address is

•  
Knoxville, TN

\*\*\* Note - Others created on 12/08/2017 11:07:20 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Reviewed with KMA engineers.

\*\*\* Phone - Call - Outbound created on 12/08/2017 11:07:31 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt attempted contact. Left message for CB

\*\*\* Phone - Call - Inbound commitment created on 11/21/2017 09:22:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/11/2017 and created by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment created on 11/21/2017 09:22:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/12/2017 and created by Alex Villalpando \*\*\*

\*\*\* Note - Others created on 12/12/2017 14:26:59 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Reviewed with KMA engineers

\*\*\* Email - External Email Sent created on 12/12/2017 14:29:09 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Sent: Tuesday, December 12, 2017 2:29 PM

To: 'Mike West'

Subject: RE: Kia Motors America Farm Bureau Claim #

Hi Mike,

I have reviewed this case with my KMA engineers. Unfortunately, we will not be able to attend an inspection in a timely manner. Please proceed with inspection and advise if a manufacturer concern is found. Please contact me if you have any questions or concerns.

Thank you,

\*\*\* Phone - Call - Inbound commitment fulfilled on 12/12/2017 14:29:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/12/2017 closed by Alex Villalpando \*\*\*

\*\*\* 12/12/2017 14:29:51 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Closed with Resolution Code : Information Given

[Resolution Summary]

Pending further contact.



# Kia Motors America

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| Last name  | First name     | VIN of 2016 OPTIMA     | Case Number        | Mileage     |
|------------|----------------|------------------------|--------------------|-------------|
| [REDACTED] | [REDACTED]     | 5XXGT4L38G [REDACTED]  | [REDACTED]         | 61,000      |
| Shelby     | NC, [REDACTED] | Prod. Date: 11/25/2015 | Dealer: [REDACTED] | Renaldo KIA |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Oil(Leakage)

### Case History

\*\*\* 01/04/2018 07:45:08 \*\*\*

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

\*\*\* Phone - Call - Inbound created on 01/04/2018 07:37:16 and created by Cassandra Pierson \*\*\*

Customer states:

1. After manifold recall, it started to burn oil badly.
2. I'm being told that is normal.
3. The DLR is saying you won't honor the warranty because it's within the specs.
4. They've done the consumption test - every 1k miles, it's losing a quart.
5. 2k miles, it's halfway empty of oil.
6. It's burning oil very badly and I need the motor replaced.

Writer states:

1. Has the DLR verified any problem?

Customer states:

1. They can't find a leak.
2. They've done the test.
3. I see a cloud of smoke and there is a problem.

Writer states:

1. The DLR would need to verify a problem before we could petition for anything.
2. Have you taken it to another DLR?

Customer states:

1. No.

Writer states:

1. They haven't been able to diagnose it, which makes it difficult to petition them for anything.
2. I can call Renaldo and get repair history on it.
3. Gives CA#.
4. Offers survey.

\*\*\* Phone - Call - Inbound created on 01/04/2018 07:45:22 and created by Cassandra Pierson \*\*\*

Customer Name: [REDACTED]

Customer phone # [REDACTED]

Customer address [REDACTED], Grover NC

VIN: 5XXGT4L38G [REDACTED]

MY: 2016 Optima

Mileage:

Most recent RO#:

12/29/17 - 12/29/17 - [REDACTED]

Concern: Oil was low.

Diagnosis: Oil consumption test.

Justin in service states:

1. Each one, he was about a half a quart low.
2. Half a quart, for a manufacturer, is within specs.
3. There's nothing wrong with this vehicle.
4. He's saying there's something wrong with the engine.
5. Half a quart is well within specs.

**Kia Motors America**  
**Consumer Affairs Department**

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| Last name  | First name     | VIN of 2016 OPTIMA     | Case Number        | Mileage     |
|------------|----------------|------------------------|--------------------|-------------|
| [REDACTED] | [REDACTED]     | 5XXGT4L38G [REDACTED]  | [REDACTED]         | 61,000      |
| Shelby     | NC, [REDACTED] | Prod. Date: 11/25/2015 | Dealer: [REDACTED] | Renaldo KIA |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Oil(Leakage)

12/01/17 - [REDACTED]

12/07/17 - [REDACTED]

12/13/17 - [REDACTED]

\*\*\* Phone - Call - Inbound created on 01/04/2018 13:52:40 and created by Cassandra Pierson \*\*\*

Writer states:

1. Calling back regarding your case.
2. Justin in service gave me RO information.
3. Said it is within specs.
4. Said there is nothing wrong with the vehicle.
5. Left 800#

\*\*\* 01/04/2018 13:54:26 \*\*\*

Closed with Resolution Code : Information Given  
[Resolution Summary]

\*\*\* 03/14/2018 09:48:31 \*\*\*

Reopened with Sub Status of Working

\*\*\* Phone - Call - Inbound created on 03/14/2018 10:31:24 and created by Colin Harwood \*\*\*

Dealership States:

1. I have another vehicle here, can you take a look?

Writer States:

1. Sure! I'll get the service template now

Customer Name: [REDACTED]

Customer Phone #: [REDACTED]

Customer Address: [REDACTED]

VIN: 5XXGT4L38G [REDACTED]

MY and Mileage: 2016 Optima/61000

Most recent RO# Open Date and Close date (if applicable): [REDACTED] 03/08-Open

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

Most recent Repair Issue and Diagnosis:

\*\*\* C/S Veh engine was consuming oil, pouring out white smoke

\*\*\* Cause: None found yet

Able to Duplicate (Y or N): Y

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

Repair History of current concern with RO#, Open and Closed dates with mileage: Y [REDACTED] 02/23/2018-02/23

ETA for completion of repairs (if applicable): N

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

Techline Case (if applicable): [REDACTED]

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

Dealer contacted DPSM (if needed): N

Vehicle repaired? N

Customer has possession? N

Dealer Code/Selling Dealer (Y or N):

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> | <u>2016 OPTIMA</u>     | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------|------------------------|--------------------|----------------|
|                  |                   | 5XXGT4L38G    |                        |                    | 61.000         |
| Shelby           | , NC,             |               | Prod. Date: 11/25/2015 | Dealer:            | Renaldo KIA    |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Oil(Leakage)

Original Owner (Y or N):N

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

\*\*\* 03/15/2018 08:25:43 \*\*\*

Closed with Resolution Code : Information Given

[Resolution Summary]

\*\*\* 03/27/2018 06:15:07 (GMT-07:00) Arizona \*\*\*

Reopened with Sub Status of Working

\*\*\* 03/27/2018 06:15:24 (GMT-07:00) Arizona \*\*\*

Closed with Resolution Code : Information Given

[Resolution Summary]



# Kia Motors America

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| Last name | First name | VIN of      | 2016 OPTIMA | Case Number | Mileage       |
|-----------|------------|-------------|-------------|-------------|---------------|
|           |            | 5XXGV4L26G  |             |             | 42,000        |
| Orange    | , CA,      | Prod. Date: | 12/04/2015  | Dealer:     | KIA of Orange |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

### Case History

- For Reference -

Warranty Start Date : 01/09/2016

Dispatch Date : 02/25/2018 16:01:11

Services Received : Tow / Unspecified

No. of Times : 1

Caller Name :

Caller Phone :

Tow Provider : SUMMIT TOWING CO INC

Disabled Address : Chino Hills Pkwy, Pomona, CA

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to SUMMIT TOWING CO INC. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

\*\*\* Assigned to WIPBin Default of Amber Deslatte on 02/26/2018 07:06:19 (PST)

\*\*\* Phone - Call - Outbound created on 03/02/2018 08:04:56 and created by Amber Deslatte \*\*\*

outbound call to cust

Left VM

Wrt states:

1. calling about vehicle that was brought in for service
2. following up to make sure car was repaired

Cust states:

1. no its not
2. i took it in 3 times already
3. all spark plugs blew out
4. 1 day after they repaired it the spark plugs went out again
5. theyre still not done repairing it

Wrt states:

1. was it covered under warranty?

Cust states:

1. no, theyre saying spark plugs arent covered
2. but the service manager said it may be the regulator that caused the spark plugs to do that

Wrt states:

1. okay let me follow up with you on wednesday to see if youve gotten the vehicle back yet and see what the dlr says
2. gave case # phone # and ext #

Cust states:

1. okay thank you

# Kia Motors America

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------------------|--------------------|----------------|
|                  |                   | 5XXGV4L26G                |                    | 42.000         |
| Orange           | , CA,             | Prod. Date: 12/04/2015    | Dealer:            | KIA of Orange  |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* Phone - Call - Outbound created on 03/07/2018 08:10:58 and created by Amber Deslatte \*\*\*  
outbound call to cust  
Left VM

Wrt states:

1. following up on vehicle concerns
2. please give me a phone call back
3. gave case # phone # and ext #

\*\*\* Phone - Call - Inbound created on 03/07/2018 12:43:00 and created by Jason Murray \*\*\*

CUST states

- 1 I was calling to speak with CM
- 2 I dialed her ext
- 3 Is she available?

WRT states

- 1 Apologize
- 2 Let me see if she is available

\*\*\* contacted via skype

\*\*\* transferred to CM

\*\*\* Phone - Call - Inbound created on 03/07/2018 12:43:34 and created by Amber Deslatte \*\*\*

Cust states:

- 1.vehicle is still at dlr
2. i talked to them tuesday or wednesday
3. been in the shop for 10 days now

Wrt states:

1. apologized
2. since vehicle has been in for 10 days let me go ahead and get the vehicle info from the dlr and then forward this on to our escalations team
2. would take 2-3 business days for them to get back to you

Cust states:

1. okay
2. i was going to call them to see whats going on
3. is it okay to call them?

Wrt states:

1. yes that would be fine, im going to call them as well and our escalations will follow up in 2-3 days

Cust states:

1. okay thank you

\*\*\* Phone - Call - Outbound created on 03/07/2018 12:50:35 and created by Amber Deslatte \*\*\*

outbound call to Service Manager - Steven

Wrt states:

1. need RO info for cust
2. gathered RO info for cust
3. advised of escalation

**Kia Motors America**  
**Consumer Affairs Department**

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| Last name  | First name     | VIN of 2016 OPTIMA     | Case Number        | Mileage       |
|------------|----------------|------------------------|--------------------|---------------|
| [REDACTED] | [REDACTED]     | 5XXGV4L26G [REDACTED]  | [REDACTED]         | 42,000        |
| Orange     | CA, [REDACTED] | Prod. Date: 12/04/2015 | Dealer: [REDACTED] | KIA of Orange |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Steven states:

1. we have reason to believe that he may have put in petrol fuel instead of diesel fuel.
2. tech compared the 2 fuel colors and they were off
3. We are waiting for test kit which should get here friday

Wrt states:

1. thank you

\*\*\* Note - Others created on 03/07/2018 12:59:14 and created by Amber Deslatte \*\*\*

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address [REDACTED] Buena Park, CA [REDACTED]

VIN: 5XXGV4L26G [REDACTED]

MY and Mileage: 2016 Optima mileage: 42,582

Most recent RO# Open Date and Close date (if applicable): RO [REDACTED] opened 2/26/28

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

Most recent Repair Issue and Diagnosis: reason to believe that he may have put in petrol fuel instead of diesel fuel.

They compared the 2 fuel colors and they were off. We are waiting for test kit. Should get here friday

Customer says,

Able to Duplicate (Y or N): Y

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

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

ETA for completion of repairs (if applicable):

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

Techline Case (if applicable): N

Rental / Loaner Provided? If so, since when?: Y in a rental

Dealer contacted DPSM (if needed): N

Vehicle repaired?: N

Customer has possession?: N

Dealer Code/Selling Dealer (Y or N): [REDACTED] N

Original Owner (Y or N): Y

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

\*\*\* Case 12643474 is sent on 3/7/2018 13:0:53 by Amber Deslatte

To [REDACTED] KIAUSA.COM

Cc: [REDACTED] kiaconsumeraffairs.com

Title: NO ACTION REQUIRED - Case Escalation [REDACTED]

\*\*\* Note - Others created on 03/07/2018 13:01:06 and created by Amber Deslatte \*\*\*

Forward to ECR

1 Customer states spark plugs blew twice

2 [REDACTED] states cust may have put wrong fuel in vehicle

3 Dispatching because vehicle has been down 12 days

4 DPSM has been advised

5 Please review and follow up accordingly

\*\*\* 03/07/2018 13:02:33 \*\*\*

Dispatched from WIPBin = 4. Thursday to Queue Western Region ECR by Amber Deslatte

Reason:



# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|--------------------|--------------------|----------------|
|                  |                   | 5XXGV4L26G             |                    |                    | 42.000         |
| Orange           | , CA,             | Prod. Date: 12/04/2015 | Dealer:            |                    | KIA of Orange  |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* Case note has been appended from duplicated auto-case on 03/08/2018 07:04:47 (PST)

-----  
Comments from JDP/Medallia Service Survey  
-----

Kia Dealer Service Satisfaction Survey

Survey Date: 03/04/2018 08:41:18

Name of the Dealer: - Kia Of Orange

Name of dealer Service Consultant: CHRISTIAN ROMERO

\*\*\* CUSTOMER SURVEY RESPONSE REGARDING SERVICE QUALITY\*\*\*

8.Was all of the work completed right the first time?

Response: No

8-1.If NOT completed right the first time,what was the reason?

8-2.If NOT completed right the first time,what was the nature of the problem?

\*\*\* CALL TO ACTION \*\*\*

Case created and dispatched to Kia Consumer Assistance Center for customer and dealer contact to provide further assistance to resolve any open issues .

\*\*\* 03/08/2018 07:58:14 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Accepted from Queue Western Region ECR to WIPBin 0. default by Esther Kong

\*\*\* 03/08/2018 08:10:35 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Assigned to WIPBin default of Kristina Pedrosa by Esther Kong

Reason:

\*\*\* Phone - Call - Outbound created on 03/08/2018 12:10:33 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

Wtr states:

1. Introduced self
2. Dlr informed us that they are waiting for a test kit
3. Should arrive tomorrow
4. Dlr needs to test the fuel

Cust states:

1. Dlr hasn't updated me in 8 days
2. Thank you for updating me

Wtr states:

1. Apologized
2. Dlr should be providing you with updates
3. Will reach out to them

\*\*\* Phone - Call - Outbound created on 03/08/2018 12:13:15 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

# Kia Motors America

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|--------------------|--------------------|----------------|
| ██████████       | ██████████        | 5XXGV4L26G             | ██████████         | ██████████         | 42.000         |
| Orange           | , CA, ██████████  | Prod. Date: 12/04/2015 | Dealer: ██████████ | KIA of Orange      |                |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

ECR contacted Steven (svc mgr) ██████████ requesting for an update.

\*\*\* Phone - Call - Outbound created on 03/13/2018 11:00:46 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

ECR contacted Steven (svc mgr) ██████████ requesting for an update.

\*\*\* Phone - Call - Outbound created on 03/15/2018 11:09:41 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

ECR left VM for cust at ██████████ requesting for a callback.

\*\*\* Phone - Call - Outbound created on 03/15/2018 11:10:08 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

ECR contacted Steven (svc mgr) ██████████ requesting for an update.

\*\*\* Phone - Call - Inbound created on 03/16/2018 08:36:25 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

ECR rec'd VM from cust.

Cust states:

1. Missed your call
2. Give me a call back

\*\*\* Phone - Call - Outbound created on 03/16/2018 10:48:21 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

Wtr states:

1. Did you hear back from the dlr?

Cust states:

1. The day we spoke I went to the dlr since I wasn't getting an update
2. They said they ordered a test kit and that it should come on Friday
3. They said they would give me text updates, but I haven't received any
4. Will have to go back again if I don't hear from them

Wtr states:

1. Apologized
2. Dlr hasn't been getting back to me either
3. Will involve our DPSM
4. Will get in touch with you if I have any updates

Cust states:

1. Thanks

<For Internal Use Only

ECR contacted Steven (svc mgr) ██████████ and DPSM requesting for an update.>

\*\*\* Phone - Call - Outbound created on 03/19/2018 09:29:58 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

ECR contacted Steven (svc mgr) ██████████ and DPSM requesting for an update.

\*\*\* Phone - Call - Inbound created on 03/19/2018 09:46:23 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

ECR contacted by Steven (svc mgr) ██████████ with an update.



# Kia Motors America

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|--------------------|--------------------|----------------|
|                  |                   | 5XXGV4L26G             |                    |                    | 42.000         |
| Orange           | , CA,             | Prod. Date: 12/04/2015 | Dealer:            |                    | KIA of Orange  |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Steven states:

1. Cleaned out the fuel tank and all the fuel lines
2. We did find abnormal fluid substance in the fuel tank but the tester we used does not pin point exactly what chemical was mixed with the fuel
3. Our svc tech will be installing the fuel tank and performing further testings to veh

\*\*\* Phone - Call - Outbound created on 03/19/2018 09:52:36 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

Wtr states:

1. Did the dlr update you?

Cust states:

1. No

Wtr states:

1. They cleaned out the fuel tank and fuel lines
2. They found an abnormal substance but couldn't pinpoint what the chemical was
3. The test doesn't specify the chemical that's mixed with the fuel
4. They are going to install the fuel tank and run further tests
5. Will update you if I have anything new

Cust states:

1. Ok, thank you
2. I just wanted to point out that I didn't put any additives or anything in the fuel

Wtr states:

1. Ok, thank you

\*\*\* Phone - Call - Outbound created on 03/21/2018 10:03:24 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

ECR contacted Steven (svc mgr) requesting for an update.

\*\*\* Phone - Call - Inbound created on 03/21/2018 10:19:25 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

ECR contacted by Steven (svc mgr) with an update.

Steven states:

1. After the fuel tank was cleaned and installed, we topped off the fuel tank
2. The issue is still present
3. Tech removed the intercooler boot and found excessive amounts of oil inside the intake runner
4. We checked the engine oil and it's within specs
5. Tech is currently performing a leak down and compression test
6. Engine runs sound but it may be due to the piston oil rings
7. They might not be seating correctly to the bore resulting in oil blowback
8. Removed the turbo exhaust pipe and found oil residue as well
9. We will be contacting TL for assistance

Wtr states:

1. Yes, please open TL as soon as possible for assistance
2. They may have recommendations/suggestions on what to test for this concern

# Kia Motors America

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|--------------------|--------------------|----------------|
| ██████████       | ██████████        | 5XXGV4L26G             | ██████████         | ██████████         | 42.000         |
| Orange           | , CA, ██████████  | Prod. Date: 12/04/2015 | Dealer: ██████████ | KIA of Orange      |                |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* Phone - Call - Outbound created on 03/23/2018 13:10:33 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*  
ECR contacted Steven (svc mgr) ██████████ requesting for an update.

\*\*\* Case note has been appended from duplicated auto-case on 03/24/2018 01:04:54 (PST)

-----  
Comments from Service Alert - TL

-----  
Dealer : Kia of Orange  
Technician : matthew ojeda  
Service Manager : Steven chen  
Dealer Phone :  
DPSM : Janet Lawyer  
Vehicle Model : OPTIMA SX LIMITED 4CYL AUTO  
Model Year : 2016  
Mileage : 42582  
Initial comments by Technician found in TL Case ██████████  
-----

[Problem Description]

customer states vehicle is running rough and blowing white smoke

[Diagnostics Performed]

scanned vehicle for codes and found miss fire on all cylinders inspected plugs and were all fouled out replaced plugs and was also advised to empty gas tank then refill started vehicle and was running better then symptoms came back inspected plugs again and were fouled out again performed compression test and cy1 120 psi cyl2 110 cyl3 130 cyl4 120 also removed boot to inter-cooler and found excessive amount of oil in boot going to throttle body checked oil level and was within specification

\*\*\* Phone - Call - Outbound created on 03/27/2018 15:25:17 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

Wtr states:

1. Did the dlr call you?

Cust states:

1. Yes, they said they are going to contact corporate about the engine

Wtr states:

1. Yes, it was approved yesterday  
2. Will ensure it's been ordered  
3. Will contact you if I have any updates

Cust states:

1. Thank you

<For Internal Use Only

ECR contacted Steven (svc mgr) ██████████ requesting for an update on parts order.>

\*\*\* Phone - Call - Inbound created on 03/29/2018 07:42:36 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

# Kia Motors America

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------------------|--------------------|----------------|
| ██████████       | ██████████        | 5XXGV4L26G ██████████     | ██████████         | 42.000         |
| Orange           | , CA, ██████████  | Prod. Date: 12/04/2015    | Dealer: ██████████ | KIA of Orange  |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

ECR contacted by Rene (svc) ██████████ regarding cust veh.

Rene states:

1. Engine is here
2. Tech should finish the repair by Monday, 4/2/18

\*\*\* Phone - Call - Outbound created on 04/02/2018 10:26:51 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

ECR contacted Steven (svc mgr) ██████████ requesting for an update.

Steven states:

1. Cust picked up Saturday

Wtr states:

1. Please send me the RO

\*\*\* Phone - Call - Outbound created on 04/02/2018 10:34:37 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

ECR left VM for cust at ██████████ requesting for a callback.

\*\*\* Phone - Call - Inbound created on 04/02/2018 16:22:45 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

Cust states:

1. I got the car back
2. There's still 2 concerns with the brakes

Wtr states:

1. Have you taken it to the dlr?
2. I advise to get that diagnosed at the dlr
3. Will have ██████████ contact you

Cust states:

1. Ok

<For Internal Use Only

ECR contacted Steven (svc mgr) ██████████ requesting to contact cust.>

\*\*\* Phone - Call - Outbound created on 04/05/2018 13:32:40 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

ECR contacted Steven (svc mgr) ██████████ requesting to contact cust.

\*\*\* Phone - Call - Inbound created on 04/10/2018 10:55:43 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

ECR contacted by Rene (svc) ██████████ with an update.

Rene states:

1. Reached out to the client
2. He said he doesn't want to return for any svc at this time
3. He said he's dealing with corporate

\*\*\* Phone - Call - Outbound created on 04/10/2018 10:59:09 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

**Kia Motors America**  
**Consumer Affairs Department**

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| Last name  | First name     | VIN of 2016 OPTIMA     | Case Number        | Mileage       |
|------------|----------------|------------------------|--------------------|---------------|
| [REDACTED] | [REDACTED]     | 5XXGV4L26G [REDACTED]  | [REDACTED]         | 42.000        |
| Orange     | CA, [REDACTED] | Prod. Date: 12/04/2015 | Dealer: [REDACTED] | KIA of Orange |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

ECR left VM for cust at [REDACTED] requesting for a callback.

\*\*\* Phone - Call - Inbound created on 04/11/2018 16:41:12 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*  
ECR rec'd VM from cust.

Cust states:

1. Missed your call
2. [REDACTED]

\*\*\* Phone - Call - Outbound created on 04/11/2018 16:44:16 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

Wtr states:

1. Understand the dlr reached out to you about getting your veh diagnosed

Cust states:

1. Yeah, I don't want to go to them
2. I'm going to get it done elsewhere

Wtr states:

1. Ok
2. Would like to offer you GW for the delay of your veh repair
3. Do you have a copy of your SC?

Cust states:

1. Yes, will send it to you
2. Thank you

\*\*\* Email - External Email Sent created on 04/18/2018 08:10:16 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

From: Pedrosa, Kristina [KMA]

Sent: Wednesday, April 18, 2018 8:10 AM

To: [REDACTED]

Subject: RE: Kia Case [REDACTED] - 2016 Optima/ 5XXGV4L26G [REDACTED]

Good morning [REDACTED]

Have you had the chance to locate your sales contract?

Thank you!

Kristina Pedrosa | Consumer Affairs Analyst

Kia Motors America, Inc.

T [REDACTED] F [REDACTED] Irvine, CA [REDACTED]  
[REDACTED]@kiausa.com

\*\*\* Phone - Call - Outbound created on 04/24/2018 14:12:53 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

# Kia Motors America

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|--------------------|--------------------|----------------|
| ██████████       | ██████████        | 5XXGV4L26G             | ██████████         | ██████████         | 42.000         |
| Orange           | , CA, ██████████  | Prod. Date: 12/04/2015 | Dealer: ██████████ | KIA of Orange      |                |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Wtr states:

1. Did you get a chance to locate your SC?

Cust states:

1. I did, but I was advised by my lawyer not to have any further contact with you
2. Any correspondence should be to him

Wtr states:

1. Understood
2. Thank you

\*\*\* Phone - Call - Outbound created on 04/24/2018 14:17:43 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

ECR contacted Kelsie (finance) ██████████ requesting for SC.

\*\*\* Phone - Call - Outbound created on 04/24/2018 14:19:40 (GMT-08:00) Pacific Time (US & Canada) and created by Kristina Pedrosa \*\*\*

ECR contacted Steven (svc mgr) ██████████ requesting for ROs.

\*\*\* 04/27/2018 11:08:59 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Dispatched from WIPBin = 5. Friday to Queue Western Region Admin by Kristina Pedrosa

Reason:

\*\*\* Note - Others created on 04/30/2018 11:28:56 and created by Jazmin Diaz \*\*\*

NCA rec'd ADL, please refer to ██████████

\*\*\* 05/01/2018 08:26:54 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Accepted, from Queue = Western Region Admin to WIPBin \_New\_

\*\*\* 05/01/2018 08:27:05 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Closed with Resolution Code : Concerns Recorded

[Resolution Summary]

NCA rec'd ADL, please refer to ██████████



**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                 | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage      |
|---------------------------|------------|------------------------|--------------------|--------------|
| [REDACTED]                | [REDACTED] | KNAGT4L33G [REDACTED]  | [REDACTED]         | 28,500       |
| Knoxville, TN, [REDACTED] |            | Prod. Date: 07/04/2016 | Dealer: [REDACTED] | Parkside 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**

\*\*\* 03/20/2018 08:14:46 \*\*\*

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

\*\*\* Phone - Call - Inbound created on 03/20/2018 08:14:04 and created by Kelly Hammel \*\*\*

Service Mgr Matt Cohen

1. Veh towed in last night after hours
2. Veh caught fire and burned to the ground
3. Insurance company is here already and wants to move the veh to their facility.
4. Does Kia want to see the veh before the insurance company takes it?

Writer states

1. Apologized
2. Let me research your question
3. \*\*skyped help chat\*\*
4. was told: we would not advise customer that Kia needs to inspect the veh - relayed this to Svc Mgr
5. Advised I will reach out to cust to get info
6. Thanked Matt.

\*\*disconnected call \*\*

\*\*\* Phone - Call - Inbound created on 03/20/2018 08:27:42 and created by Kelly Hammel \*\*\*

1. Car wouldn't start so I called RSA
2. I had worked a 12 hr shift and was going home.
3. It did
4. Had veh towed to dealer
5. Got call this morning expecting to tell me what was wrong with veh and instead it was burned. Nothing left.
6. It was parked in their parking lot when it burned.
7. I don't have any other information.
8. Knox county fire dept responded, report# [REDACTED]
9. Geico was contacted, claim # [REDACTED]

Writer states

1. Apologized
2. Took fire script
3. Advised I am sending case up to prod liability
4. Someone will contact 2-3 business days
5. Gave case#

Customer states

1. You will have to email me my case #, I am inundated with people and numbers at this moment. I cannot take it down.

2. Thank you

Writer states

1. Apologized
2. Will email case#.
3. Thanked customer

Customer

1. Thank you

\*\*\* Note - Others created on 03/20/2018 08:29:26 and created by Kelly Hammel \*\*\*

Escalation due to Product Liability

\*\*\*\*\*Forwarding to NCA\*\*\*\*\*

1. Vehicle burned completely after being towed to dealer by RSA due to veh would not start.



**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                 | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage      |
|---------------------------|------------|------------------------|--------------------|--------------|
| [REDACTED]                | [REDACTED] | KNAGT4L33 [REDACTED]   | [REDACTED]         | 28,500       |
| Knoxville, TN, [REDACTED] |            | Prod. Date: 07/04/2016 | Dealer: [REDACTED] | Parkside KIA |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. Vehicle is currently down a [REDACTED] but insurance company is immediately taking veh to their facility.
3. Customer is requesting assistance with fire loss.
4. Please Review and follow up accordingly.

\*\*\* 03/20/2018 08:32:31 \*\*\*

Dispatched from WIPBin = Default to Queue National CA by Kelly Hammel  
Reason: escalation due to fire

\*\*\* 03/21/2018 08:06:14 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* 03/21/2018 08:07:23 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* 03/21/2018 13:56:09 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* 03/22/2018 11:05:03 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Case moved into WIPBin 3/22 (Thursday) and Sub Status of Assigned

\*\*\* Email - External Email Sent created on 03/22/2018 11:05:41 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Sent email to Service Manager Matthew Cohen at dealer [REDACTED] parksidekia.com) and CC'd DPSM JHollis:  
Hi Matt,

I believe you had a 2016 Optima [REDACTED] that was towed in Monday night for a thermal event. Has Geico already picked up the car? Could you forward us some photos.

\*\*\* Email - External Email Received created on 03/22/2018 11:07:09 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Received email from Service Manager Matthew Cohen at dealer [REDACTED] parksidekia.com)  
Geico has not picked up the car yet. Here are some photos. The car was towed in by roadside after hours and dropped off in our back lot. It had been towed for a no start issue and was smelling like burning when trying to start. It sat from 7:15pm est until it combusted at 9:11pm est

Matt Cohen

[REDACTED]  
Service Manager  
Parkside kia

\*\*\* Phone - Call - Outbound created on 03/23/2018 13:07:41 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Received message from Service Manager Matthew Cohen at dealer [REDACTED]:

1. Hey Sam
2. My name is Matt Cohen, I got a message from you
3. I work at Parkside Kia in Knoxville, TN
4. We had the vehicle that had the thermal incident, I just touching base with you
5. My direct line is [REDACTED]
6. That's [REDACTED]
7. I should be in the office most of day up to about 5 o'clock Eastern

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|--------------------|--------------------|----------------|
| [REDACTED]       | [REDACTED]        | KNAGT4L33G             | [REDACTED]         | [REDACTED]         | 28.500         |
| Knoxville ,      | TN, [REDACTED]    | Prod. Date: 07/04/2016 | Dealer: [REDACTED] | Parkside KIA       |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

8. It is 10:15 Eastern currently and I will talk to you soon

9. Have a great day

\*\*\* Phone - Call - Outbound created on 03/23/2018 13:12:59 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Called dealer [REDACTED] and spoke with Service Manager Matthew Cohen [REDACTED]

Writer states:

1. Did someone try and start the engine?

Dealer states:

1. The vehicle was dropped off at 7:15PM, he did a night drop

2. Our sales department closed at 8PM

3. Our surveillance camera showed it started at 9:11PM

4. Fire department cut the lock on the gate to get in

5. Geico was scheduled to pick up the car, the adjuster came out yesterday

6. My DPSM called me said somebody from Kia was going to come and see the car

Writer states:

1. You may have Geico go ahead and have the vehicle picked up

2. If Kia decides to inspect, we will contact Geico

\*\*\* Email - External Email Sent created on 03/23/2018 13:20:33 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Sent email to Service Manager Matthew Cohen at dealer [REDACTED] parksidekia.com) and CC'd DPSM JHollis:

Is there anyway you could send the video footage of the surveillance camera to document the case?

\*\*\* Email - External Email Received created on 03/23/2018 14:34:20 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Received email from Service Manager Matthew Cohen at dealer [REDACTED] parksidekia.com)

Im sure we get do that. I T has gone home for the weekend. On Monday I will have him pull the footage and put it in an email able file.

\*\*\* Phone - Call - Inbound created on 03/27/2018 08:37:14 and created by Edward Blair \*\*\*

Cust

1.I was calling for update

2.I havent heard anything from my case manager

3.Do you see any updates to my case

4.Thanks for your assitance

Writer

1.I am sorry about the veh

2.I dont see any updates as of yet

3.The case has been escalated to our NCA team

4.I will notate the case for you

5.I tranfer to his or her ext to leave vmail

6.Thanks for calling KIA

\*\*\* Email - External Email Received created on 03/27/2018 13:11:37 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Received email from Service Manager Matthew Cohen at dealer [REDACTED] parksidekia.com)



**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                 | First name             | VIN of 2016 OPTIMA    | Case Number        | Mileage      |
|---------------------------|------------------------|-----------------------|--------------------|--------------|
| [REDACTED]                | [REDACTED]             | KNAGT4L33G [REDACTED] | [REDACTED]         | 28,500       |
| Knoxville, TN, [REDACTED] | Prod. Date: 07/04/2016 |                       | Dealer: [REDACTED] | Parkside KIA |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

I.T is creating a sendable file. The cameras are operated by a 3rd party so it's a bit of a process but were working on it.

\*\*\* Phone - Call - Outbound created on 03/27/2018 13:16:15 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Called and spoke with [REDACTED]

Writer states:

1. Calling in regards to a 2016 Optima
2. Apologized for the delay

Customer states:

1. I'll tell you what happened
2. My grandson works at University of Tennessee Medical Center
3. He works at 7 in the morning until 7 at night
4. When he got off on Monday 3/19, he called me and said my car won't start
5. He made a video when it was smoking
6. He said so I'm going to call Kia RSA and have them tow it in
7. The next day they called him and said his car had caught on fire and burned to the down
8. They had it on film and they watched it and they determined they don't know why it caught on fire

Writer states:

1. Did your grandson file a claim with this insurance?
2. Is there a way I can speak with your grandson?
3. Gave customer call back number
4. Thank you

Customer states:

1. Geico paid the car off and he had GAP insurance on it too
2. They deemed it a total loss
3. He needs to be compensated for this car
4. I'll have him call you

\*\*\* Phone - Call - Inbound created on 03/27/2018 13:22:53 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Received message from customer (before writer called out and spoke with [REDACTED])

1. Yes my name is [REDACTED]
2. I'm calling about case number [REDACTED]
3. The make and model of the car is a, was a 2016 Kia Optima LX
4. And the address that I have on file is [REDACTED], Knoxville TN [REDACTED]
5. I am calling in regards to see what is gonna to happen with the case at this far
6. If you can give me a call back at [REDACTED]
7. And if I don't answer you can leave me a voicemail and I can call you back at anytime
8. But I need to see what is gonna go on with this case
9. Thank you very much

\*\*\* Phone - Call - Inbound created on 03/27/2018 13:53:13 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Received call from [REDACTED]

Customer states:

1. Last Monday I got off work at the hospital where I work at
2. I went out to my car at about 6 o'clock, I tried to start it, but it wouldn't car
3. You can hear the starter, but it was very intermittent, it was very strange

# Kia Motors America

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> | <u>2016 OPTIMA</u>     | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------|------------------------|--------------------|----------------|
|                  |                   | KNAGT4L33G    |                        |                    | 28,500         |
| Knoxville ,      | TN,               |               | Prod. Date: 07/04/2016 | Dealer:            | Parkside KIA   |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

4. It was like 1 or 2 seconds at a time the starter was going, the, the, the, the
5. I called RSA and as I hung up the phone, I started smelling a burning smell, I actually have a video of it
6. So I closed the hood and got my stuff out of it and waited for a friend to come get me
7. We followed the car to the dealership and we drop it off and they got me a loaner car
8. Everything was fine, went home and I get a call Tuesday morning and he tells me my car had burnt overnight
9. I also have a video of how the starter was acting
10. The reason why I took this video is because this is not the first time this happened to me
11. It happened to me back in September, but it was in middle of the road, my car quit at a red light
12. I had to call RSA and had it towed to Parkside Kia, it was extremely hot outside
13. They told me a couple of hours later they were able to start it

Writer states:

1. Apologized
2. Are you currently in a loaner vehicle?
3. Requested videos
4. Sure, once received, I will follow up with you

Customer states:

1. No, I already purchased another vehicle
2. The insurance told me they were totaling it
3. Can you send me an email to [REDACTED]

\*\*\* Email - External Email Sent created on 03/27/2018 13:53:13 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*  
Sent email to customer [REDACTED]  
Requested videos

\*\*\* 03/28/2018 11:02:56 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Case moved into WIPBin Legal Review and Sub Status of Assigned

\*\*\* 03/28/2018 11:03:06 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Case moved into WIPBin Denial Pending and Sub Status of Assigned

\*\*\* Email - External Email Received created on 03/28/2018 11:03:27 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*  
Received email from customer [REDACTED]  
This is the first video of 2. The second will be in a separate email. Thanks.

\*\*\* Email - External Email Received created on 03/28/2018 11:04:25 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*  
Received email from customer [REDACTED]  
Thank you for your help.

\*\*\* Note - Others created on 03/30/2018 11:39:06 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*  
TREAD review complete

\*\*\* Phone - Call - Inbound created on 04/05/2018 13:00:56 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*  
Received message from customer:  
1. Hey Samuel  
2. My name is [REDACTED]

**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                 | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage      |
|---------------------------|------------|------------------------|--------------------|--------------|
| [REDACTED]                | [REDACTED] | KNAGT4L33G [REDACTED]  | [REDACTED]         | 28,500       |
| Knoxville, TN, [REDACTED] |            | Prod. Date: 07/04/2016 | Dealer: [REDACTED] | Parkside KIA |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

3. I'm calling case number [REDACTED]
4. I was calling to see if you guys had figured anything about it
5. I was supposed to hear back in a couple of days and it's been over a week now
6. I'm just trying to figure out what is gonna happen
7. My name is [REDACTED]
8. If you can call me back at [REDACTED]
9. Thank you

\*\*\* Phone - Call - Outbound created on 04/05/2018 13:18:27 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Called and spoke with [REDACTED]

Writer states:

1. Apologized for the delay
2. Writer explained to customer subrogation process

Customer states:

1. It should not have caught on fire
2. My insurance gave me \$15,000 for a car I paid \$27,000
3. I want some kind of compensation
4. I've been extremely angry about this
5. My car payments were \$500 a month

Writer states:

1. Apologized
2. Kia is not offering any type of compensation at this time
3. If you have any additional questions or concerns, please feel free to contact us

Customer states:

1. Okay

\*\*\* 04/05/2018 13:22:05 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Closed with Resolution Code : Information Given

[Resolution Summary]



**Kia Motors America**  
**Consumer Affairs Department**

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| Last name | First name | VIN of 2016 OPTIMA     | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | 5XXGU4L3XG             | 1           | 17,000  |
|           |            | Prod. Date: 10/03/2016 | Dealer:     |         |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

**Case History**

\*\*\* 05/09/2018 11:39:26 (GMT-05:00) Eastern Time (US & Canada) \*\*\*

Contact = Priority = Standard, Sub Status = Working

\*\*\* Phone - Call - Inbound created on 05/09/2018 11:35:03 (GMT-05:00) Eastern Time (US & Canada) and created by Craig Williams \*\*\*

State Farm Agent Jackie called in to report incident

Jackie alleges

1. Vehicle was involved in a fire.
2. We are moving the vehicle
3. Wanted to advise.

Wrt states

1. Apologize.
2. I can get this case set up for you.

Jackie states

1. Thanks
2. Jackie Robertson
3. Claim number is

Wrt states

1. Ran fire script.
2. Provided case number escalated to NCA.

\*\*\* Phone - Call - Inbound created on 05/09/2018 11:40:13 (GMT-05:00) Eastern Time (US & Canada) and created by Craig Williams \*\*\*

\*\*\*\*CALL TO ACTION\*\*\*\*

Forwarding to NCA

1. Cust alleges vehicle caught fire.
2. Vehicle currently at Copart
3. Customer is requesting Kia be responsible as the vehicle is still under warranty
4. Please review and respond accordingly.

\*\*\* 05/09/2018 13:32:53 (GMT-05:00) Eastern Time (US & Canada) \*\*\*

Dispatched from WIPBin = Default to Queue National CA by Craig Williams

Reason:

\*\*\* 05/10/2018 08:33:45 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* 05/10/2018 08:37:02 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

Reason:

\*\*\* Others - Others commitment created on 05/10/2018 10:52:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/11/2018 and created by Ryan Ristow \*\*\*

\*\*\* 05/10/2018 10:59:02 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* Others - Others commitment updated on 05/11/2018 09:45:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/11/2018 and updated by Ryan Ristow \*\*\*

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------------------|--------------------|----------------|
|                  |                   | 5XXGU4L3XG                |                    | 17,000         |
|                  |                   | Prod. Date: 10/03/2016    | Dealer:            |                |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Wrt contacted State Farm to request photos.

\*\*\* Others - Others commitment updated on 05/11/2018 09:47:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/11/2018 and updated by Ryan Ristow \*\*\*

Wrt requested phone number for agent:

1. it is

\*\*\* Others - Others commitment updated on 05/11/2018 09:47:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/15/2018 and updated by Ryan Ristow \*\*\*

\*\*\* Others - Others commitment fulfilled on 05/15/2018 08:58:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/15/2018 closed by Ryan Ristow \*\*\*

Wrt requested the photos from the insurance agent.

\*\*\* Email - External Email Received commitment created on 05/15/2018 08:58:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/18/2018 and created by Ryan Ristow \*\*\*

\*\*\* Letter - Letter Received created on 05/15/2018 09:26:11 and created by Jazmin Diaz \*\*\*

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

1. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle.
2. Vehicle being held at Dixmoor, IL.
3. Your cooperation is appreciated.

Attaching to case.

\*\*\* Email - External Email Received commitment fulfilled on 05/18/2018 09:11:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/18/2018 closed by Ryan Ristow \*\*\*

Photos received.

\*\*\* Others - Others commitment created on 05/18/2018 09:11:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/18/2018 and created by Ryan Ristow \*\*\*

\*\*\* Others - Others commitment updated on 05/18/2018 11:10:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/22/2018 and updated by Ryan Ristow \*\*\*

\*\*\* 05/21/2018 16:10:33 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Case moved into WIPBin 3. Pending Customer Photos/Docs/Reports and Sub Status of Assigned

\*\*\* Others - Others commitment fulfilled on 05/22/2018 10:35:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/22/2018 closed by Ryan Ristow \*\*\*

Wrt reviewed with the KMA engineers:

1. Allow insurance to continue with their investigation and contact us.
2. The engineers will not be able to make it in a timely manner.

\*\*\* Email - External Email Sent created on 05/22/2018 10:38:14 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow \*\*\*

Hi Jacqueline,

I have reviewed with the KMA engineers. At this time, they stated that they would not be able to make an inspection in a timely manner. They requested that you continue with your investigation and contact us with a cause and origin report if you believe a manufacturing defect is found.

**Kia Motors America**  
**Consumer Affairs Department**

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| Last name | First name | VIN of 2016 OPTIMA     | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | 5XXGU4L3XG             |             | 17,000  |
|           |            | Prod. Date: 10/03/2016 | Dealer:     |         |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Best,

\*\*\* 05/22/2018 10:38:45 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Closed with Resolution Code : Information Given

[Resolution Summary]

Case closed pending insurance contact.

\*\*\* 12/04/2018 10:29:46 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Reopened by Ryan Ristow with Sub Status of Working

\*\*\* Email - External Email Received created on 12/04/2018 10:29:55 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow \*\*\*

2016 Kia Optima

VIN # 5XXGU4L3XG

Enclosed is the Cause and Origin report.

Thank you,

Karla DeAntonio

Auto Claim Specialist, Tier 2

State Farm Insurance

\*\*\* Email - External Email Sent created on 12/04/2018 10:30:49 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow \*\*\*

Karla,

Did the investigator provide any photos that support his claim?

Best,

Ryan Ristow

National Consumer Affairs

Kia Motors America

Irvine, CA

Phone:

Fax:

kiausa.com

\*\*\* Email - External Email Received commitment created on 12/04/2018 10:31:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/11/2018 and created by Ryan Ristow \*\*\*

\*\*\* 12/04/2018 10:31:32 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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



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| Last name | First name | VIN of 2016 OPTIMA     | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | 5XXGU4L3XG             |             | 17,000  |
|           |            | Prod. Date: 10/03/2016 | Dealer:     |         |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* Email - External Email Received commitment fulfilled on 12/05/2018 09:00:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/11/2018 closed by Ryan Ristow \*\*\*

I do not have photos of the engine however I can provide Kia with the vehicle location so Kia can complete their own inspection. Please let me know and I will advise the salvage yard to allow Kia access.

Thank you,

Karla DeAntonio  
Auto Claim Specialist, Tier 2  
State Farm Insurance  
[REDACTED]

Karla,

Is the vehicle still at the Copart in Chicago south?

Best,

Ryan Ristow  
National Consumer Affairs  
Kia Motors America  
[REDACTED]

Irvine, CA [REDACTED]  
Phone: [REDACTED]  
Fax: [REDACTED]  
[REDACTED]@kiausa.com

Good Morning Ryan,

Yes

COPART [REDACTED]  
[REDACTED]  
CHICAGO HEIGHTS Illinois [REDACTED]  
[REDACTED]

Let me know if you are sending anyone out so I can let Copart know.

Thank you,

Karla DeAntonio  
Auto Claim Specialist, Tier 2  
State Farm Insurance  
[REDACTED]

\*\*\* Others - Others created on 12/05/2018 09:00:27 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow \*\*\*

Wrt reviewed with the KMA engineers:

1. KMA engineers able to inspect the vehicle 12/12/18.



# Kia Motors America

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------------------|--------------------|----------------|
|                  |                   | 5XXGU4L3XG                |                    | 17.000         |
|                  |                   | Prod. Date: 10/03/2016    | Dealer:            |                |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* Email - External Email Sent created on 12/05/2018 09:01:53 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow \*\*\*

Wrt confirmed inspection for KMA engineer to inspect the vehicle.

\*\*\* Others - Others commitment created on 12/05/2018 11:06:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/13/2018 and created by Ryan Ristow \*\*\*

\*\*\* 12/05/2018 11:06:46 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* Others - Others commitment created on 12/05/2018 11:06:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/14/2018 and created by Ryan Ristow \*\*\*

\*\*\* Letter - Letter Received created on 12/12/2018 15:22:25 (GMT-08:00) Pacific Time (US & Canada) and created by Stephanie Mondragon \*\*\*

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

1. We are writing regarding a loss sustained by our insured.
2. You are responsible for this loss.
3. Provide us with insurance information.
4. Your cooperation is appreciated.

Attaching and dispatching to National CA.

\*\*\* 12/12/2018 15:23:20 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Dispatched from WIPBin = Default to Queue National CA by Stephanie Mondragon

Reason:

\*\*\* 12/13/2018 07:48:03 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* 12/13/2018 07:56:39 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

Reason:

\*\*\* 12/13/2018 08:12:05 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* 12/13/2018 08:12:48 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Case moved into WIPBin 9. Pending Check and Sub Status of Assigned

\*\*\* Others - Others commitment created on 12/05/2018 11:06:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/17/2018 and created by Ryan Ristow \*\*\*

\*\*\* Others - Others commitment created on 12/05/2018 11:06:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/20/2018 and created by Ryan Ristow \*\*\*

\*\*\* Others - Others created on 12/20/2018 09:55:45 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow \*\*\*

Wrt reviewed with the KMA engineers:

Preliminary results of our inspection are that the origin is undetermined and the cause is undetermined. If further

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**Consumer Affairs Department**

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| Last name | First name | VIN of 2016 OPTIMA     | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | 5XXGU4L3XG             |             | 17,000  |
|           |            | Prod. Date: 10/03/2016 | Dealer:     |         |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

evidence is provided to us we will reevaluate.

\*\*\* Others - Others commitment fulfilled on 12/20/2018 09:56:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/20/2018 closed by Ryan Ristow \*\*\*

\*\*\* Email - External Email Sent created on 12/20/2018 10:00:38 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow \*\*\*  
Karla,

After review of the cause and origin provided by your investigator, we believe that there is not sufficient evidence support his claim.

Our engineer's preliminary inspection results were that the origin was undetermined and that the cause was undetermined. If further evidence is provided to us, we will reevaluate.

At this time, we are denying the claim.

Best,

\*\*\* 12/20/2018 10:00:57 (GMT-08:00) Pacific Time (US & Canada) \*\*\*  
Closed by Ryan Ristow with Resolution Code : Information Given  
[Resolution Summary]  
Case closed pending insurance contact.

\*\*\* 03/26/2019 12:34:06 \*\*\*  
Reopened by Ashley Vazquez with Sub Status of Working

\*\*\* 03/26/2019 12:34:30 \*\*\*  
Inspection requested by  
Request Code: PLLegal-  
Request Details:

\*\*\* 03/26/2019 12:38:21 \*\*\*  
Closed by Ashley Vazquez with Resolution Code : Information Given  
[Resolution Summary]  
Case closed pending insurance contact.

# Kia Motors America

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| <u>Last name</u>  | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|-------------------|-------------------|------------------------|--------------------|--------------------|----------------|
|                   |                   | 5XXGU4L3XG             |                    |                    | 30.000         |
| Rockville Cen NY, |                   | Prod. Date: 02/01/2016 | Dealer:            |                    | Karp KIA       |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Product

Kia Case Type Lvl4: Other

### Case History

\*\*\* 06/18/2018 07:06:27 \*\*\*

Contact = Priority = Standard, Sub Status = Working

\*\*\* Phone - Call - Inbound created on 06/18/2018 07:06:35 and created by Eric Fenrick \*\*\*

Customer States:

1. I was attending the supermarket and my car caught fire.
2. I had to have the fire department come out.
3. I went to a supermarket in New York and after coming out the vehicle was on fire.
4. I just want Kia to do the right thing.

Writer States:

1. Apologized.
2. I will gather this info and send the results and any pictures you have or fire reports over to a National Team that will handle the case further.

Customer States:

1. Thank you.

Writer States:

1. You're welcome.

\*\*\* Note - Others created on 06/18/2018 08:13:29 and created by Eric Fenrick \*\*\*

Forward to NCA

- 1 Customer alleges vehicle caught fire for nothing
- 2 Vehicle is currently down at insurance company
- 3 Customer is requesting Kia do something
- 4 Please review and follow up accordingly

\*\*\* 06/18/2018 08:15:31 \*\*\*

Dispatched from WIPBin = 0-Default to Queue National CA by Eric Fenrick

Reason: Customer Alleges vehicle caught fire

\*\*\* 06/19/2018 07:46:28 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* 06/19/2018 07:57:45 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup

Reason:

\*\*\* Phone - Call - Outbound created on 06/19/2018 09:13:45 (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. Store is 2 miles from home
2. Was in store for 10 minutes
3. Walked out and an employee asked me is that is my car because it is on fire
4. Went to car and saw a few inches tall fire coming from center of car
5. Around the console

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u>  | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|-------------------|-------------------|------------------------|--------------------|--------------------|----------------|
|                   |                   | 5XXGU4L3XG             |                    |                    | 30.000         |
| Rockville Cen NY, |                   | Prod. Date: 02/01/2016 | Dealer:            |                    | Karp KIA       |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Product

Kia Case Type Lvl4: Other

6. When I opened the door, the flames blasted
7. I tried to save a few things but police officer told me to leave it alone or he will arrest me
8. Within 7 minutes, car was completely destroyed
9. Fire department came and put fire out
10. Spoke to fire department and he said failure of something electrical
11. There was nothing electrical I had
12. Car and engine was still cold because I only drove 2 miles
13. Walked home
14. Went to doctor next day and put me on a IV and took x rays
15. Gave me a hour of lung treatment
16. Gave me steroids
17. Need to follow up in about a week
18. Looked into recalls but saw online about other recall
19. Saw the news
20. Talked to attorney and was suggested to talk to Kia first
21. Have all the information you will need to do your investigation and make me an offer
22. Have contacted insurance, Liberty Mutual
23. They said they would be investigating
24. Unsure of where car is now
25. If Kia does not help, I will call the news

Wrt states

1. thank you for information
2. Please provide photos and reports
3. Will review and follow up
4. Please contact me if you have any questions.

cust states

1. Thank you

\*\*\* Email - External Email Sent created on 06/19/2018 09:18:40 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Sent: Tuesday, June 19, 2018 9:14 AM

To

Subject: Kia Motors America

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 report if you have one. 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 06/19/2018 09:19:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/22/2018 and created by Alex Villalpando \*\*\*

\*\*\* 06/19/2018 09:19:19 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Case moved into WIPBin default and Sub Status of Assigned

\*\*\* Phone - Call - Inbound created on 06/26/2018 14:04:51 (GMT-05:00) Eastern Time (US & Canada) and created

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u>  | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|-------------------|-------------------|------------------------|--------------------|--------------------|----------------|
|                   |                   | 5XXGU4L3XG             |                    |                    | 30.000         |
| Rockville Cen NY, |                   | Prod. Date: 02/01/2016 | Dealer:            |                    | Karp KIA       |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Product

Kia Case Type Lvl4: Other

by Kristi Smith \*\*\*

cust states:

1. Calling to get an update.

wrt states:

1. Apologized.
2. Advised case has been escalated and will update case notes and request a call back to you with an update.

cust states:

1. Ok, thank you.

\*\*\* Phone - Call - Outbound created on 06/26/2018 11:20:51 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt states

1. Hello contacting in regards to case
2. Currently reviewing case
3. Do you recall where you saw fire from exactly

Cust states

1. Do not know exactly where fire originated from
2. I was in a hurry to get my stuff
3. did not focus on exactly where it was at
4. It was about 4 inches tall

Wrt states

1. Thank you for information
2. Will continue review and follow up

Cust states

1. Please call me if you have any further questions
2. I will work with you and insurance to help as best as I can
3. Do I need to get an attorney
4. Because if I do, they will take 1/3

Wrt states

1. If you do contact an attorney, you may provide my contact information
2. Please contact me if you have any questions.

Cust states

1. Thank you

\*\*\* Phone - Call - Inbound commitment updated on 06/26/2018 11:26:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/27/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Outbound created on 06/26/2018 13:23:07 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt contacted Liberty Mutual. Liberty Mutual advised

1. Claim has been given to SIU who is investigating claim



**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                    | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage  |
|------------------------------|------------|------------------------|--------------------|----------|
| [REDACTED]                   | [REDACTED] | 5XXGU4L3XG [REDACTED]  | [REDACTED]         | 30,000   |
| Rockville Cen NY, [REDACTED] |            | Prod. Date: 02/01/2016 | Dealer: [REDACTED] | Karp KIA |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Product

Kia Case Type Lvl4: Other

2. Brian McCanley [REDACTED] with Slu

\*\*\* Phone - Call - Inbound commitment updated on 06/27/2018 15:56:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/28/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound created on 06/28/2018 05:50:57 (GMT-07:00) Arizona and created by Heather Orosco \*\*\*

Customer calling:

1. I am calling for an update
2. I will email documents to [REDACTED]@kiausa.com
3. I don't have the Video
4. I lost all the items in my car

Writer States:

[REDACTED]@kiausa.com

2. Case notated with concerns

3. Per our conversation, please email me pictures of your vehicle and a copy of the police and/or fire report if you have one. Please send the photos 1 at a time as our system does not accept large file attachments.

Customer States:

1. Ok thank you

Writer States:

1. You're welcome

2. Thank you for calling Kia

\*\*\* Phone - Call - Outbound created on 06/28/2018 10:14:08 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt contacted Brian McCanley with SIU Liberty Mutual.

Claim# [REDACTED]

Brian advised

1. Have received claim
2. Setting up date to have Expert inspect vehicle
3. Collecting documents from cust.

Wrt thanked.

\*\*\* Phone - Call - Inbound commitment updated on 06/28/2018 10:17:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/29/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Web - Note created on 06/29/2018 09:49:05 (GMT-08:00) Pacific Time (US & Canada) and created by Esther Kong \*\*\*

NCA received the follow VOQ from NHTSA below:

TL- THE CONTACT OWNS A 2016 KIA OPTIMA. THE CONTACT STATED THAT AFTER TURNING THE ENGINE OFF AND EXITING THE VEHICLE APPROXIMATELY 10 MINUTES LATER FLAMES WERE PRESENT INSIDE



# Kia Motors America

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| <u>Last name</u>  | <u>First name</u> | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u> |
|-------------------|-------------------|---------------------------|--------------------|----------------|
|                   |                   | 5XXGU4L3XG                |                    | 30.000         |
| Rockville Cen NY, |                   | Prod. Date: 02/01/2016    | Dealer:            | Karp KIA       |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Product

Kia Case Type Lvl4: Other

THE CABIN OF THE VEHICLE. THE FIRE DEPARTMENT WAS CALLED TO THE SCENE AND EXTINGUISHED THE FLAMES. THE VEHICLE WAS TOWED TO AN UNDISCLOSED LOCATION. DURING THE INCIDENT THE VEHICLE WAS DESTROYED AND THE CAUSE OF THE FIRE WAS NOT DETERMINED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 29,000. JFT

\*\*\* Note - Others created on 07/02/2018 14:27:17 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Reviewed with KMA engineers

\*\*\* Phone - Call - Outbound created on 07/02/2018 14:29:30 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt attempted contact. Left message for CB

\*\*\* Phone - Call - Inbound commitment updated on 07/02/2018 14:29:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/03/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Outbound created on 07/03/2018 13:49:10 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt states

1. Hello contacting in regards to case
2. Have reviewed case with KMA engineers
3. Have also contact insurance
4. Insurance has advised they will be inspecting vehicle to determine cause
5. Pending results of inspection
6. Wrt explained subrogation process

Cust states

1. Have spoken to insurance and talked to Brian
2. They will be inspecting it
3. I am without a car and lost my property that was in there
4. I saw a newspaper article about Kia. I can send it to you

Wrt states

1. Apologize
2. Pending results of inspection

Cust states

1. Okay thank you and have a nice day

\*\*\* Phone - Call - Inbound commitment fulfilled on 07/03/2018 13:52:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/03/2018 closed by Alex Villalpando \*\*\*

\*\*\* 07/03/2018 13:52:54 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Closed by Alex Villalpando with Resolution Code : Concerns Recorded

[Resolution Summary]

Pending further contact.

\*\*\* 08/06/2018 18:04:54 \*\*\*

Reopened by Brandon Boyd with Sub Status of Working

\*\*\* 08/06/2018 18:07:07 \*\*\*

**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                    | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage  |
|------------------------------|------------|------------------------|--------------------|----------|
| [REDACTED]                   | [REDACTED] | 5XXGU4L3XG [REDACTED]  | [REDACTED]         | 30,000   |
| Rockville Cen NY, [REDACTED] |            | Prod. Date: 02/01/2016 | Dealer: [REDACTED] | Karp KIA |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Product

Kia Case Type Lvl4: Other

Assigned to WIPBin default of Alex Villalpando by Brandon Boyd

Reason: customer reques

\*\*\* Phone - Call - Outbound created on 08/07/2018 09:32:09 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt contacted Brian McCanley with SIU Liberty Mutual.

Claim# [REDACTED]

Brian advised

1. Car is still under investigation
2. Will be bringing customer for investigation under oath

Wrt thanked

\*\*\* Phone - Call - Outbound created on 08/08/2018 11:51:36 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt states

1. Hello contacting in regards to case
2. Have contacted insurance and they advised they will be completing inspection
3. Pending results of insurance inspection

Cust states

1. Okay I will join the class action then

Wrt states

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

\*\*\* 08/08/2018 12:43:15 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Closed by Alex Villalpando with Resolution Code : Concerns Recorded

[Resolution Summary]

Pending further contact.

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|--------------------|--------------------|----------------|
|                  |                   | 5XXGV4L23G             |                    |                    | 60.000         |
|                  |                   | Prod. Date: 02/04/2016 | Dealer:            |                    |                |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Breakage/Damage

### Case History

\*\*\* 08/10/2018 14:28:41 (GMT-07:00) Arizona \*\*\*

Contact = , Priority = Standard, Sub Status = Working

\*\*\* Phone - Call - Inbound created on 08/10/2018 14:28:49 (GMT-07:00) Arizona and created by Heather Orosco  
\*\*\*

Customer Calling:

1. It starts and it will not go
2. It smoked and tries to die out
3. I don't think that it's the Engine
4. I think they are just
5. The was at the Kia in Durango

Writer States:

1. Apologized
2. Case created for the concerns
3. Referred to Kia dealer
4. Out of 5/60 still under PTW
5. Gave customer case#

Customer States:

1. Ok thank you

\*\*\* 08/10/2018 14:31:28 (GMT-07:00) Arizona \*\*\*

Closed by Heather Orosco with Resolution Code : Referred to Dlr  
[Resolution Summary]

\*\*\* 09/26/2018 14:56:17 (GMT-07:00) Arizona \*\*\*

Reopened by Tomas Soto with Sub Status of Working

\*\*\* 09/26/2018 14:56:30 (GMT-07:00) Arizona \*\*\*

Closed by Tomas Soto with Resolution Code : Referred to Dlr  
[Resolution Summary]

\*\*\* 09/28/2018 12:06:57 (GMT-07:00) Arizona \*\*\*

Reopened by Tomas Soto with Sub Status of Working

\*\*\* 09/28/2018 12:07:15 (GMT-07:00) Arizona \*\*\*

Closed by Tomas Soto with Resolution Code : Referred to Dlr  
[Resolution Summary]



**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                 | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage               |
|---------------------------|------------|------------------------|--------------------|-----------------------|
| [REDACTED]                | [REDACTED] | 5XXGV4L28G [REDACTED]  | [REDACTED]         | 32,418                |
| Glendale , CA, [REDACTED] |            | Prod. Date: 06/02/2016 | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

**Case History**

Dealer : Jim Marsh KIA  
Technician : NEIL WOOD  
Service Manager : Blair Pickett  
Dealer Phone :  
DPSM : Paul Ortiz  
Vehicle Model : OPTIMA SX LIMITED 4CYL AUTO  
Model Year : 2016  
Mileage : 31094  
Initial comments by Technician found in TL Case [REDACTED]

**[Problem Description]**

C/S SHUT DOWN WHILE DRIVING. VERIFIED,HAD TO JUMP START. BLOWING ALOT OF WHITE SMOKE. FOUND OIL IN AIR INTAKE TUBES FROM TURBO TO INTERCOOLER,INTERCOOLER, AIR FILTER BOX TO TURBO, INTERCOOLER TO T-BODY AND INTAKE. INITIAL DIAGNOSIS OF TURBO BLOWN INTERNAL SEAL BETWEEN TURBINE AND PROP.SCROLLS BLOWING OIL INTO INTAKE SYSTEM. RECEIVED AUTH. TO REPLACED ONLY TURBO AND CLEAN INTERCOOLER. TURBO REPLACED AND COOLER FLUSHED OUT.CLEANED T-BODY. BLEW WHITE SMOKE FOR SHORT TIME THEN CEL CAME ON. #4 MISFIRE. FOUND SPARK PLUG OIL SOAKED AND PORC.INSULATOR IS NOW CRACKED. ORIGINALLY CLEANED ALL PLUGS DUE TO OIL SATURATION AND BUILDUP. REPLACED #4 SPARK PLUG. STILL MISSING . RECIEVED AUTH FROM DPSM IN PERSON TO INSTALL INTAKE DUE TO AMOUNT OF OIL THAT HAD BLOWN THRU SYSTEM. REPLACED SOP INTAKE. RAN OK FOR SHORT TIME.LIGHT WHITE SMOKE. #4 SLOW MISS, NOT BUILDING VERY FAST. TEST DROVE VEHICLE TO ATTEMPT TO BURN OUT REMAINING OIL. DURING TEST DRIVE, CEL FLASHING AND VEHICLE SHUT DOWN,CRANK NO START.

**[Diagnostics Performed]**

COMPRESSION TEST 1-185,2-190,3-190,4-NO COMPRESSION. WET COMPRESSION TEST FOR #4 NO CHANGE. LEAK DOWN TEST PERFORMED ON #4 100% LEAK DOWN, CAN BE HEARD FROM OIL DIPSTICK AND OIL FILLER CAP. #4 PISTON RINGS?

\*\*\* Assigned to WIPBin Default of Germaine Alvarez on 12/06/2018 07:06:23 (PST)

\*\*\* 12/07/2018 05:05:40 (GMT-07:00) Arizona \*\*\*

Dispatched from WIPBin Default to Queue Service Alert / Techline by Tomas Soto

\*\*\* Case note has been appended from duplicated auto-case on 12/12/2018 01:01:19 (PST)

**Comments from UPER**

Part ordered for customer vehicle has been placed into the UPER status on 12/11/2018 00:00:00

Dealer Name : JIM MARSH AMERICAN CORPORATION Jim Marsh Kia  
Dealer Contact name : JOHN DERRICK  
Dealer Phone : [REDACTED]  
Part No# : [REDACTED] Jim Marsh Kia  
Order No# : [REDACTED]  
Order Qty# : 1

Dealer Comment : CAR DOWN 12/10/18



# Kia Motors America

## Consumer Affairs Department

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| Last name                 | First name             | VIN of 2016 OPTIMA    | Case Number        | Mileage               |
|---------------------------|------------------------|-----------------------|--------------------|-----------------------|
| [REDACTED]                | [REDACTED]             | 5XXGV4L28G [REDACTED] | [REDACTED]         | 32,418                |
| Glendale , CA, [REDACTED] | Prod. Date: 06/02/2016 |                       | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Please Update Customer with the status of the vehicle and part ordered

\*\*\* 12/26/2018 17:04:13 (GMT-05:00) Eastern Time (US & Canada) \*\*\*

Accepted from Queue Service Alert / Techline to WIPBin Inbox by Ashley Lewis

\*\*\* 12/26/2018 17:11:38 (GMT-05:00) Eastern Time (US & Canada) \*\*\*

Dispatched from WIPBin Inbox to Queue ZZ April King by Ashley Lewis

\*\*\* 12/27/2018 14:02:57 \*\*\*

Accepted from Queue ZZ April King to WIPBin Default by April King

\*\*\* 12/28/2018 04:59:02 \*\*\*

Case moved into WIPBin Default and Sub Status of Working

\*\*\* Phone - Call - Outbound created on 01/23/2019 11:13:55 and created by April King \*\*\*

Called [REDACTED] @ [REDACTED]

Writer States:

1. Calling to check on the status of customers vehicle
2. Advise calling do to the records shows part #
3. Advise calling to find out if customer has vehicle

Dealer- Todd

1. still waiting on and engine from you
2. you should know about this vehicle already
3. the customer vehicle has been here for a while now

Writer States

1. need Ro information

2. Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED] Valencia CA [REDACTED]

VIN: 5XXGV4L28G [REDACTED]

MY and Mileage: 31,094

Most recent RO # [REDACTED]

Open Date : 11/23/18

Close Date : Still open

Days Down at initial Service Alert report (if applicable): 61 days

Most recent Repair Issue and Diagnosis:

Customer states : vehicle stalled while driving/ had towed In

Dealer states : engine need to be replaced

Able to Duplicate (Y or N):

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

Repair History of current concern with dates (Open and Closed) and mileage:

1. Dates :

RO # :

Customer states:

Dealer states :

ETA for completion of repairs (if applicable): Part on back order with no ETA

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

Part # : [REDACTED]

**Kia Motors America  
Consumer Affairs Department**

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| Last name                | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage               |
|--------------------------|------------|------------------------|--------------------|-----------------------|
| [REDACTED]               | [REDACTED] | 5XXGV4L28G [REDACTED]  | [REDACTED]         | 32,418                |
| Glendale, CA, [REDACTED] |            | Prod. Date: 06/02/2016 | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Order # [REDACTED]

Techline Case (if applicable): N/A

Rental / Loaner Provided? If so, since when? : rental -11/23/18

Dealer contacted DPSM : NO

Vehicle repaired? : NO

Customer has possession?: NO

Dealer Code/Selling Dealer (Y or N) : [REDACTED]

Original Owner (Y or N) : YES

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

3. Thank you Todd

4. hope you have a great day

Todd

1. thank you, you too

\*\*\* Case [REDACTED] is sent on 1/23/2019 11:27:5 by April King

To [REDACTED]

[REDACTED]@kiaconsumeraffairs.com

Title: NO ACTION REQUIRED - Case Escalation [REDACTED]

\*\*\* Phone - Call - Outbound created on 01/23/2019 11:27:51 and created by April King \*\*\*

Calling [REDACTED] @ [REDACTED]

Writer states:

1. no other contact to customer
2. dealer verified phone

\*\*\* Note - Others created on 01/23/2019 11:30:34 and created by April King \*\*\*

\*\*\* CALL TO ACTION \*\*\*

Forwarding to ECR.

1. Customer states vehicle stalled while driving
2. [REDACTED] states engine needs to be replaced.
3. DPSM has been advised.
4. Dispatching because vehicle has been down 61 days.
5. Please review and follow up accordingly.

\*\*\* Phone - Call - Inbound created on 01/23/2019 15:19:15 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener \*\*\*

[REDACTED] Escalation approved TWidener

\*\*\* 01/23/2019 12:25:15 \*\*\*

Dispatched from WIPBin = Pacific time to Queue Western Region ECR by April King

Reason:

\*\*\* 01/24/2019 07:25:30 (GMT-07:00) Arizona \*\*\*

Accepted from Queue Western Region ECR to WIPBin Wednesday-1 by Randy Chacon

\*\*\* 01/24/2019 07:29:29 (GMT-07:00) Arizona \*\*\*



**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage               |
|--------------------------|------------|------------------------|--------------------|-----------------------|
| [REDACTED]               | [REDACTED] | 5XXGV4L28G [REDACTED]  | [REDACTED]         | 32,418                |
| Glendale, CA, [REDACTED] |            | Prod. Date: 06/02/2016 | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Case moved into WIPBin Wednesday-1 and Sub Status of Working

\*\*\* 01/24/2019 08:29:45 (GMT-07:00) Arizona \*\*\*

Assigned to WIPBin Default of Lael Clark by Randy Chacon

Reason:

\*\*\* Note - Others created on 01/24/2019 08:57:08 (GMT-07:00) Arizona and created by Lael Clark \*\*\*

<For Internal Use Only

Per [REDACTED] - Engine currently on UPER with ETA of 02/03/2019>

\*\*\* 01/24/2019 08:58:34 (GMT-07:00) Arizona \*\*\*

Dispatched from WIPBin = Default to Queue ECR Lite by Lael Clark

Reason:

\*\*\* Case [REDACTED] is sent on 2/13/2019 9:0:52 by BETHANY MERRITT

To: [REDACTED]@kiausa.com

Cc: [REDACTED]@kiaconsumeraffairs.com

Title: NO ACTION REQUIRED - Case [REDACTED]

\*\*\* Phone - Call - Inbound created on 02/13/2019 08:30:47 and created by BETHANY MERRITT \*\*\*

cust states

1. It has been 3 months
2. I don't have my veh
3. My veh just shut down on the freeway
4. I was almost in an accident
5. They called me this morning and said the veh is ready
6. I don't trust this veh
7. I don't feel safe with this veh

wtr states

1. Apologized
2. What is the cust requesting
3. How far is cust from veh

cust states

1. I live in Los Angeles and veh is in Vegas
2. That is 4 hrs
3. If something happens to me in that car, I am an entertainer, and this is not sitting well
4. If something were to happen it will not be a pretty situation

wtr states

1. Advised can have veh transported to cust

cust states

1. I do not feel safe in the veh
2. I do not want this veh
3. I was told that everything was fine when this happened
4. I do not trust it

wtr states

1. Advised will escalate case

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u>          | <u>First name</u>      | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u>        |
|---------------------------|------------------------|---------------------------|--------------------|-----------------------|
| [REDACTED]                | [REDACTED]             | 5XXGV4L28G [REDACTED]     | [REDACTED]         | 32.418                |
| Glendale , CA, [REDACTED] | Prod. Date: 06/02/2016 |                           | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

2. Advised will need to allow 2-3 business days for follow up

3. Advised cust can stay in rental during rental

Cust states

1. Thank you so much

\*\*\* Phone - Call - Inbound created on 02/13/2019 09:01:13 and created by BETHANY MERRITT \*\*\*

\*\*\*CALL TO ACTION\*\*\*

Cust request reunite, Does not feel safe in veh

1. Cust requesting reunite - declined alt options for reunite

2. Engine replacement is completed

3. DPSM has been advised

4. Please review and contact customer as needed

5. Cust prefers email / phone

\*\*\* Phone - Call - Inbound created on 02/13/2019 10:05:51 and created by BETHANY MERRITT \*\*\*

.

\*\*\* 02/13/2019 14:49:45 \*\*\*

Dispatched from WIPBin = Default to Queue Western Region ECR by BETHANY MERRITT

Reason:

\*\*\* 02/14/2019 07:05:19 (GMT-07:00) Arizona \*\*\*

Accepted from Queue Western Region ECR to WIPBin Default by Randy Chacon

\*\*\* 02/14/2019 07:06:09 (GMT-07:00) Arizona \*\*\*

Dispatched from WIPBin Default to Queue ZZ Lael Clark by Randy Chacon

\*\*\* 02/14/2019 08:31:48 (GMT-07:00) Arizona \*\*\*

Assigned to WIPBin Default of Lael Clark by Randy Chacon

Reason:

\*\*\* Phone - Call - Inbound commitment created on 02/14/2019 11:35:47 (GMT-07:00) Arizona with Commitment Date 02/18/2019 and created by Lael Clark \*\*\*

\*\*\* Phone - Call - Inbound created on 02/15/2019 12:00:46 and created by Amy Dean \*\*\*

cust stats

1 my vehicle broke down on me on the freeway

2 I was almost in an accident

3 i am in a rental and enterprise call me today and wants the rental back tomorrow.

4 i really need the rental extended until you all figure out what is going on

wrt states

1 understand your concerns

2 be happy to assist

3 can reach out to [REDACTED] and get rental extended until you hear back from your ECR

wrt called [REDACTED] (spoke to Ian MCMurray)

wrt states

1 amy calling with k cac

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u>          | <u>First name</u>      | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u>        |
|---------------------------|------------------------|---------------------------|--------------------|-----------------------|
| [REDACTED]                | [REDACTED]             | 5XXGV4L28G [REDACTED]     | [REDACTED]         | 32,418                |
| Glendale , CA, [REDACTED] | Prod. Date: 06/02/2016 |                           | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

- 2 needing to extend rental for customer
- 3 provided cust name and vin

Ian states

- 1 will call enterprise and advise

wrt states to cust

- 1 spoke to Ian at [REDACTED]
- 2 Ian will reach out to enterprise and advise rental will be extended

cust states

- 1 thank you so much

\*\*\* Phone - Call - Inbound created on 02/18/2019 16:46:16 (GMT-07:00) Arizona and created by Lael Clark \*\*\*

Writer called customer [REDACTED] and left VM:

1. Gave writer's name and case info
2. Calling to review case
3. Gave ECR contact and case number
4. Requested callback for further assistance

\*\*\* Phone - Call - Inbound created on 02/18/2019 16:49:22 (GMT-07:00) Arizona and created by Lael Clark \*\*\*

Customer called writer and states:

1. Gave name

Writer states:

1. Thanked customer for calling back
2. Gave summary of case
3. Advised writer is seeking to have customer's vehicle reunited, based on the distance from the dealer to customer's home

Customer states:

1. OK, thank you
2. I do have a question though

Writer states:

1. What can writer answer?

Customer states:

1. Really don't want the car
2. I don't feel safe in it
3. Will not drive the car
4. I need to know what I have to do for you to take the car back?
5. I was traveling to Vegas, and we got about an hour outside of Vegas and the car died in the middle of the desert
6. It's a Lemon, to be honest

Writer states:

1. Apologized
2. Writer does understand the frustration and concern
3. Referred to WCIM for information on the state laws regarding Lemon Law, etc.
4. Advised the goal of Kia is to repair the vehicle under the terms of the warranty

Customer states:



# Kia Motors America

## Consumer Affairs Department

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| Last name                | First name             | VIN of 2016 OPTIMA    | Case Number        | Mileage               |
|--------------------------|------------------------|-----------------------|--------------------|-----------------------|
| [REDACTED]               | [REDACTED]             | 5XXGV4L28G [REDACTED] | [REDACTED]         | 32,418                |
| Glendale, CA, [REDACTED] | Prod. Date: 06/02/2016 |                       | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

1. I just really don't feel safe with the car
2. I won't drive it when I get it back
3. Definitely do what you can to get the car back to me, but I don't trust it at all
4. I need a car that I can trust to not break down in the middle of the desert

Writer states:

1. Apologized
2. Will send acknowledgement letter that customer is requested to print, fill out and return
3. Once docs are returned, writer will forward the case to the appropriate office for review
4. Advised writer's office does not handle Lemon Law or buyback

Customer states:

1. OK, thank you

Writer states:

1. What is a good address and email for customer?

Customer states:

1. My address is [REDACTED]
2. [REDACTED]
3. Sherman Oaks, CA [REDACTED]
4. My email is [REDACTED]@gmail.com

Writer states:

1. Thanked
2. Will update the case and will have acknowledgement letter sent to email by tomorrow morning.
3. Will also work on reuniting the vehicle
4. Once more information is obtained, writer will call customer to advise

Customer states:

1. OK, thank you so much

\*\*\* Email - External Email Sent created on 02/19/2019 09:55:08 (GMT-07:00) Arizona and created by Lael Clark \*\*\*

Acknowledgement letter drafted and sent to customer on this day

\*\*\* Email - Internal Email Sent created on 02/19/2019 10:01:05 (GMT-07:00) Arizona and created by Lael Clark \*\*\*  
Email sent to PKing requesting reunite

\*\*\* Phone - Call - Inbound commitment fulfilled on 02/19/2019 10:01:45 (GMT-07:00) Arizona with Commitment Date 02/18/2019 closed by Lael Clark \*\*\*

\*\*\* Phone - Call - Inbound commitment created on 02/19/2019 10:02:00 (GMT-07:00) Arizona with Commitment Date 02/21/2019 and created by Lael Clark \*\*\*

\*\*\* Email - Internal Email Received created on 02/21/2019 10:31:30 (GMT-07:00) Arizona and created by Lael Clark \*\*\*  
Email received from PKing authorizing reunite

\*\*\* Phone - Call - Inbound created on 02/21/2019 10:34:12 (GMT-07:00) Arizona and created by Lael Clark \*\*\*  
Writer called [REDACTED] and was left on extended hold in excess of 5 minutes

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u>          | <u>First name</u>      | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u>        |
|---------------------------|------------------------|---------------------------|--------------------|-----------------------|
| ██████████                | ██████████             | 5XXGV4L28G ██████████     | ██████████         | 32,418                |
| Glendale , CA, ██████████ | Prod. Date: 06/02/2016 |                           | Dealer: ██████████ | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

\*\*\* Phone - Call - Inbound commitment fulfilled on 02/21/2019 11:00:08 (GMT-07:00) Arizona with Commitment Date 02/21/2019 closed by Lael Clark \*\*\*

\*\*\* Phone - Call - Inbound commitment created on 02/21/2019 11:00:26 (GMT-07:00) Arizona with Commitment Date 02/22/2019 and created by Lael Clark \*\*\*

\*\*\* Phone - Call - Inbound created on 02/22/2019 16:16:33 (GMT-07:00) Arizona and created by Lael Clark \*\*\*  
Writer called ██████████ and states:

1. Gave writer's name and case info
2. Calling for POC for reunite

SVC Cashier states:

1. I don't have anyone available to speak with you right now
2. What I can give you is the email address for one of the assistant service managers
3. You can email ██████████ carpros.com and he will be able to help you

Writer states:

1. Thanked

\*\*\* Email - External Email Sent created on 02/22/2019 16:41:26 (GMT-07:00) Arizona and created by Lael Clark \*\*\*

Writer emailed Assistant SVC MGR Sergeh and states:

1. Hello Sergeh,
2. I got your email address from a service cashier.
3. I have tried to call a couple of times to actually speak with someone, and haven't been successful.
4. What I am requesting is a point of contact for a reunite.
5. ██████████ 2016 Optima SXL had the engine replaced in Nevada, but he is a Sherman Oaks resident.
6. I am looking to bring the car back to him.
7. All I need is the name of someone who can take responsibility for accepting the car off of the transport truck, giving it a quick once over for damage, and call the customer to advise that it's ready to be picked up.
8. Once I have the point of contact, I can get it dispatched.
9. Could you please reply back and advise who would be able to take care of this?
10. I look forward to hearing back from you.

\*\*\* Phone - Call - Inbound commitment fulfilled on 02/22/2019 16:43:06 (GMT-07:00) Arizona with Commitment Date 02/22/2019 closed by Lael Clark \*\*\*

\*\*\* Phone - Call - Inbound commitment created on 02/22/2019 16:43:25 (GMT-07:00) Arizona with Commitment Date 02/25/2019 and created by Lael Clark \*\*\*

\*\*\* 02/28/2019 11:04:09 \*\*\*

Assigned to WIPBin Default of Lael Clark by Heather Simonsen

Reason: Sorry, yanked this and did not realize you had a F/U scheduled! Sending it back :) Thank you

\*\*\* Email - External Email Received created on 03/11/2019 12:58:01 (GMT-07:00) Arizona and created by Lael Clark \*\*\*

Email received from SVCA Sergeh:

1. They can bring and drop it off during our service hours Monday to Friday 7am to 7 pm and Saturday 7 am to 5 pm and closed on Sundays



# Kia Motors America

## Consumer Affairs Department

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| Last name      | First name | VIN of 2016 OPTIMA     | Case Number | Mileage               |
|----------------|------------|------------------------|-------------|-----------------------|
|                |            | 5XXGV4L28G             |             | 32,418                |
| Glendale , CA, |            | Prod. Date: 06/02/2016 | Dealer:     | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

2. depending on availability of service advisers any of them can accept the vehicle and let you know when its here

\*\*\* 03/11/2019 13:12:11 (GMT-07:00) Arizona \*\*\*

Sub Case [REDACTED] Opened, Owner = [REDACTED] Priority = Please Specify, Assigned = 03/11/2019 13:12:11 [Initial Description]

Email received from PKing authorizing reunite:

1. Approved

\*\*\* Phone - Call - Inbound commitment fulfilled on 03/11/2019 13:12:25 (GMT-07:00) Arizona with Commitment Date 02/25/2019 closed by Lael Clark \*\*\*

\*\*\* Phone - Call - Inbound commitment created on 03/11/2019 13:14:56 (GMT-07:00) Arizona with Commitment Date 03/18/2019 and created by Lael Clark \*\*\*

\*\*\* Phone - Call - Inbound created on 03/13/2019 10:48:51 and created by Sarah Samples \*\*\*

Cust states:

1. I have been driving a rental car for the last 3 1/2 months and I have spoken with several people who advised me that my car would be shipped to me
2. He said as soon as it was going to be shipped they would allow me to stay in the rental vehicle until my car arrives.
3. The rental car company has called me and said there is an outstanding balance.

wrt states:

1. apologized
2. advised that ECR is not available

Cust states

1 I need to speak to someone regarding this because it is alot of money after Lael said it was taken care of.

wrt states:

1. advised will notate case and request a call back for you today regarding your reunite.
2. Will get someone to reach out to you today.

cust states

1. Ok thank you

\*\*\* Phone - Call - Inbound created on 03/14/2019 09:10:46 and created by Deborah Williams \*\*\*

Customer call in

Customer want to speak to Lael

Customer ask for his Phone #

Customer explain he waiting on a transport for his vehicle

\*\*\* Phone - Call - Inbound created on 03/14/2019 09:57:41 and created by Deborah Williams \*\*\*

Customer call [REDACTED] in

1. Customer want know why he has to pay for the vehicle.
2. He is upset because he want to keep the rental til his vehicle is brought to him.

Writer states

1. he is not happy with any answers he feel like he has been inconveniences
2. We are draganing are feet when comes to him.

Customer states

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u>          | <u>First name</u>      | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u>        |
|---------------------------|------------------------|---------------------------|--------------------|-----------------------|
| [REDACTED]                | [REDACTED]             | 5XXGV4L28G [REDACTED]     | [REDACTED]         | 32,418                |
| Glendale , CA, [REDACTED] | Prod. Date: 06/02/2016 |                           | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

1. I will keep calling until something is done or here back with a good answer that I like.

\*\*\* Phone - Call - Inbound created on 03/14/2019 09:26:00 (GMT-07:00) Arizona and created by Lael Clark \*\*\*

Writer called customer ([REDACTED]) and states:

1. Gave name and case info
2. Calling to discuss
3. Apologized for concerns with Enterprise

Customer states:

1. Yeah, I am just about over all of this with this car
2. This is something I don't normally have to deal with
3. I'm an entertainer, and as a matter of fact, I have a show to host tonight
4. This phoning back and forth, I get a call from Enterprise, I have to call you, it's stressful and frustrating

Writer states:

1. Apologized
2. Writer does understand
3. Advised if customer does end up paying for any rental fees, customer is welcome to submit the paid receipts for evaluation of reimbursement

Customer states:

1. And how does that work?
2. Can't you just call Enterprise and tell them that you are covering the rental?

Writer states:

1. Apologized
2. Advised Enterprise's policies are their own and writer's office does not have an account with Enterprise to be able to authorize coverage

Customer states:

1. OK

Writer states:

1. Advised customer's vehicle is scheduled for reunite dispatch, so customer should have vehicle very soon

Customer states:

1. Will I be notified?

Writer states:

1. Yes, absolutely
2. Advised customer will receive notification as soon as ETAs are secured
3. Also, has customer had a chance to review the acknowledgement letter that writer sent a few weeks ago?

Customer states:

1. Yes
2. I will get that back to you as soon as I can

Writer states:

1. Thanked

\*\*\* 03/14/2019 15:48:57 \*\*\*

Note - Others log created on 03/14/2019 15:48:38 and created by Steven Lamphier

# Kia Motors America

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| Last name                 | First name             | VIN of 2016 OPTIMA    | Case Number        | Mileage               |
|---------------------------|------------------------|-----------------------|--------------------|-----------------------|
| [REDACTED]                | [REDACTED]             | 5XXGV4L28G [REDACTED] | [REDACTED]         | 32,418                |
| Glendale , CA, [REDACTED] | Prod. Date: 06/02/2016 |                       | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

\*\*\* Sub Case # [REDACTED] Note - Others created on 03/14/2019 15:48:38 and created by Steven Lamphier \*\*\*  
3/12/2019 8:30am: Dispatched Transport with George at AutoStar: Ref# [REDACTED] 76/ CaseID [REDACTED] VCC# [REDACTED]  
[REDACTED] issued by RSAL SLamphier.  
Pick up can be expected by 9/18/19; Delivery can be expected by 9/19/19

3/12/2019 8:30am: Price Quotes:

AutoStar Transport: \$495 with Pick-Up:1-2 days and Delivery:0-1 days

Number 1 Auto Transport: \$675 with Pick-Up:1-3 days and Delivery:0-1 days

Ready Logistics: \$470 with Pick-Up:4-7 days and Delivery:4-7 days

3/12/2019 Transport approved by PKING

\*\*\* Phone - No Callback created on 03/19/2019 11:45:32 and created by Germaine Alvarez \*\*\*

Customer States

- 1 I was calling to find out what is the status of my case
- 2 i had spoke with Lael a while back
- 3 I have been calling and i even emailed him back the info he needed
- 4 I just have not heard from CM

Wrt States

- 1 Apologized
- 2 advised of no update
- 3 I will note case and put in a no call back
- 4 If you wanted to try a bit later he is just not available at this current moment

Customer States

- 1 Ok my main thing i just want someone to call me back

Wrt States

- 1 I understand i will note case will no call back cm and cm sup will get notification

Customer states

- 1 that would be great

\*\*\* Phone - KMA Receptionist Contact created on 03/19/2019 16:29:47 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup \*\*\*  
customer called KMA receptionist

1. customer advised KMA approved vehicle to be reunited back to him
2. customer wanted to get an update on transport
3. customer advised he is also being charged for the rental and feels that KMA should be paying the rental as dlr advised vehicle is ready for pick up so they stopped paying the rental.
4. wtr advised would follow up with ECR and would be back in contact with customer.

\*\*\* Email - External Email Received created on 03/20/2019 07:47:16 (GMT-07:00) Arizona and created by Lael Clark \*\*\*

# Kia Motors America

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| <u>Last name</u>          | <u>First name</u>      | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u>        |
|---------------------------|------------------------|---------------------------|--------------------|-----------------------|
| [REDACTED]                | [REDACTED]             | 5XXGV4L28G [REDACTED]     | [REDACTED]         | 32,418                |
| Glendale , CA, [REDACTED] | Prod. Date: 06/02/2016 |                           | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Email received from customer with only request form attached, only page two completed

\*\*\* Email - External Email Sent created on 03/20/2019 07:50:06 (GMT-07:00) Arizona and created by Lael Clark \*\*\*

Writer emailed customer and states:

1. [REDACTED]
2. Thank you for this portion of the request form.
3. I do apologize, but to consider your request for buy back, we do have to request that you finish completing the request form (Page 3), and please do attach at the very least your original sales agreement and current vehicle registration, as well as any non-dealership maintenance records.
4. For the repair orders from Kia dealerships, I can call and request those.
5. Any work you have had done at non-dealer locations, you would have to request those and send them in.
6. Because the registration and sales agreement are legal documents, those do have to come from you.
7. I look forward to hearing back from you.

\*\*\* Note - Others created on 03/20/2019 07:57:40 (GMT-07:00) Arizona and created by Lael Clark \*\*\*

<For Internal Use Only  
Reviewing with ECA>

\*\*\* Phone - Call - Inbound created on 03/20/2019 09:25:51 (GMT-07:00) Arizona and created by Lael Clark \*\*\*

Writer called [REDACTED] and states:

1. Gave writer's name and case info
2. Calling for RO history

SVC Receptionist states:

1. We are short handed on advisors today
2. Your best bet would be to email either our SVC MGR or assistant SVC MGR
3. [REDACTED]@carpros.com

Writer states:

1. Thanked

\*\*\* Email - External Email Sent created on 03/20/2019 09:41:51 (GMT-07:00) Arizona and created by Lael Clark \*\*\*

<For Internal Use Only  
Email sent to SVC MGR and Assistant SVC MGR requesting RO history>

\*\*\* Phone - Call - Inbound created on 03/20/2019 09:45:25 (GMT-07:00) Arizona and created by Lael Clark \*\*\*

Writer called [REDACTED] and states:

1. Gave writer's name and case info
2. Calling for final RO for the engine replacement

SVC MGR Blair states:

1. I will send that to you as soon as I find it
2. You know we cut the rental off on that one?

Writer states:

1. Yes, writer is aware

**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                 | First name             | VIN of 2016 OPTIMA    | Case Number        | Mileage               |
|---------------------------|------------------------|-----------------------|--------------------|-----------------------|
| [REDACTED]                | [REDACTED]             | 5XXGV4L28G [REDACTED] | [REDACTED]         | 32,418                |
| Glendale , CA, [REDACTED] | Prod. Date: 06/02/2016 |                       | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

SVC MGR Blair states:

1. I know the car was transported to him, but he actually lives here in Las Vegas with his brother.
2. He just goes out to California for work
3. But we had to cut off the rental, because he was refusing to pick up his car

Writer states:

1. Thanked for the info
2. Will look for the RO.

\*\*\* 03/20/2019 12:04:07 (GMT-07:00) Arizona \*\*\*

Dispatched from WIPBin = Default to Queue Western Region Admin by Lael Clark

Reason:

\*\*\* Phone - Call - Inbound created on 03/20/2019 17:11:10 (GMT-05:00) Eastern Time (US & Canada) and created by Craig Williams \*\*\*

Cust states

1. Calling into get an update on my case.
2. I haven't heard from anyone yet.
3. I'm wanting out of this vehicle. if at all possible.
4. I don't want to drive it.

Wrt states

1. Apologize.
2. It shows that Lael actually got all the information that he needs and got it dispatched to the department that handles the buy backs.
3. Someone from that dept will be contacting you back, they handle it at a higher level than even the escalation team.

Cust states

1. Thanks

\*\*\* Phone - Call - Inbound created on 03/21/2019 17:01:11 and created by Danyyil Chuzhynov \*\*\*

spoke with [REDACTED]  
verified the address [REDACTED]

Customer states

- 1 veh repaired
- 2 was informed by enterprise that i will be charged for the rental
- 3 will not be paying for the rental
- 4 want to keep the car until this is resolved

writer states

- 1 apologize
- 2 advised can reimburse for the rental

Customer states

- 1 no sir
- 2 kia will need to pay upfront now
- 3 will not be paying anything

writer states

- 1 advised can research to see what we can do



# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u>          | <u>First name</u>      | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u>        |
|---------------------------|------------------------|---------------------------|--------------------|-----------------------|
| [REDACTED]                | [REDACTED]             | 5XXGV4L28G [REDACTED]     | [REDACTED]         | 32,418                |
| Glendale , CA, [REDACTED] | Prod. Date: 06/02/2016 |                           | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

2 may writer place the call on hold in the meantime?

Customer states

1 yes

call placed on hold

off hold

writer states

1 apologize for the hold

2 advised the escalated department will be able to come up with the resolution

3 advised writer doesn't know how this will be handled

Customer states

1 this is unprofessional

2 truly believe i need to contact attorney

3 i almost lost my life because of this vehicle

4 there has been no one who was able to assist me so far

5 will be contacting attorney

Customer states

1 apologize

2 writer doesn't have the authority to answer your question about the rental

3 advised the assigned agent will be able to assist you

Customer states

1 thank you

\*\*\*Call ended\*\*\*

\*\*\* Phone - Call - Outbound created on 03/21/2019 17:34:10 (GMT-07:00) Arizona and created by Albert Judson \*\*\*

Writer called [REDACTED] and received VM for SVC MGR Blair, no VM left.

<For Internal Use Only

Contacted dealer to inquire about possibility to extend rental.>

\*\*\* 03/22/2019 10:08:53 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Accepted from Queue Western Region Admin to WIPBin Open Cases by Andrew Reyes

\*\*\* Phone - Call - Inbound created on 03/22/2019 10:39:00 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes \*\*\*

Writer spoke with dealer:

Writer:

1. What's the status?

Dealer:

1. Customer has it, vehicle has been repaired.

2. Not sure if he is still in a rental

Writer thanked

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u>          | <u>First name</u>      | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u>        |
|---------------------------|------------------------|---------------------------|--------------------|-----------------------|
| [REDACTED]                | [REDACTED]             | 5XXGV4L28G [REDACTED]     | [REDACTED]         | 32,418                |
| Glendale , CA, [REDACTED] | Prod. Date: 06/02/2016 |                           | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Writer spoke with enterprise

1. Has rental been returned?
2. Has it been communicated that Kia is no longer paying for it?

Rep:

1. Customer has not returned rental
2. Correct, Kia has not been paying since February

\*\*\* Phone - Call - Inbound created on 03/22/2019 10:51:38 (GMT-07:00) Arizona and created by Lael Clark \*\*\*

Writer called [REDACTED] and left VM:

1. Gave writer's name and case info
2. Calling for status of RO
3. Advised SVC MGR can either send the RO to writer or ECA Andrew
4. Gave writer's contact and case number
5. Thanked

\*\*\* Phone - Call - Inbound created on 04/01/2019 16:08:58 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes \*\*\*

Writer spoke with dealer:

Writer:

1. Customer return the rental?
2. Please send the RO for the customer's visit

Dealer:

1. No
2. Will email shortly.

\*\*\* Phone - Call - Inbound created on 04/01/2019 16:10:50 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes \*\*\*

Writer spoke with customer

Writer:

1. What is going on with the vehicle?

Customer:

1. Let me update you on the case
2. Car shut off while I was driving to Vegas
3. I always loved Kias
4. It shut off while I was with my family., I paid for tow
5. Vehicle was at the dealership in Nevada for months
6. It was towed back to me
7. I was told it's fixed
8. But I dont trust it anymore
9. I dont want it, I was told by Lael that I could stay in the rental while the process takes place
10. Enterprise is telling me that I need to pay and that Kia will reimburse me

Writer:

1. Apologized
2. We are reviewing your repurchase request
3. If the vehicle is ready, and you pick it up, it does not slow down the process.
4. What I can do is, I can give you 48 hours to return the rental you are in
5. And perhaps, we can have it diagnosed at glendale to ensure there aren't any outstanding concerns and give you some piece of mind

**Kia Motors America  
Consumer Affairs Department**

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| Last name                | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage               |
|--------------------------|------------|------------------------|--------------------|-----------------------|
| [REDACTED]               | [REDACTED] | 5XXGV4L28G [REDACTED]  | [REDACTED]         | 32,418                |
| Glendale, CA, [REDACTED] |            | Prod. Date: 06/02/2016 | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

6. Then we'll continue to review and get you an offer letter consistent with your state guidelines as soon as possible
7. Review WCIM

Customer:

1. Don't trust it
2. It's going to endanger my life.
3. Can you provide a loaner vehicle ?
4. Can you call around and get me a loaner?

Writer:

1. Rental would be tied to the dealer where your car is at
2. I can provide a diagnosis, and while the vehicle is being diagnosed, we can keep you in a rental through that dealership
3. The only issue is, it would have to be at the CA dealer.
4. Are you still in NV?

Customer:

1. No I am in CA

Writer:

1. There is a one way drop off associated with dropping off the rental in CA
2. What we can do is, Kia will give you 48 hours to return the current rental you are in.
3. Then we will pick up the bill from the point when your car was ready until now
4. We will take care of the one-way drop off fee
5. In the meantime, your vehicle will be diagnosed at glendale
6. We will continue to review your case

Customer:

1. Thanked
2. I dont know if I can today.
3. Send me info about my state laws and guidelines
4. Appreciate what you are doing
5. Dont want to get my entertainment lawyer involved.
6. But I will if I have to.
7. Will call you tomorrow
8. I am busy.

Writer:

1. Will await call
2. Will send you email with reference to guidelines

Customer thanked.

\*\*\* Phone - Call - Inbound created on 04/01/2019 16:25:31 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes \*\*\*

From: Reyes, Andrew [KMA]

Sent: Monday, April 01, 2019 4:25 PM

To: [REDACTED]

Subject: RE: [REDACTED]

[REDACTED]

**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage               |
|--------------------------|------------|------------------------|--------------------|-----------------------|
| [REDACTED]               | [REDACTED] | 5XXGV4L28G [REDACTED]  | [REDACTED]         | 32,418                |
| Glendale, CA, [REDACTED] |            | Prod. Date: 06/02/2016 | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Here is a non-Kia link to a copy of your Warranty and Consumer Information Manual. Please review page 48 of the booklet, where California's information is outlined.

<https://pictures.dealer.com/kia/a80ea2380a0e0ca35e9b2916da434f52.pdf>

As discussed, send me a copy of the tow invoice so we can include it in any offers we present.

Thank you,

\*\*\* Phone - Call - Inbound created on 04/01/2019 16:38:41 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes \*\*\*

Writer left VM for [REDACTED] requesting a call back to discuss inspection of this customer's vehicle.

\*\*\* Phone - Call - Inbound created on 04/01/2019 16:39:05 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes \*\*\*

<For Internal Use Only

Writer inquired about possible FTS visit>

\*\*\* 04/02/2019 11:29:16 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Inspection requested by [REDACTED]

Request Code [REDACTED]

Request Details: Date: 4/5/2019

Time: Any, car is currently at dealer

Location: Car Pros Kia Glendale

Dealer Code: [REDACTED]

Special Instructions: Please review workmanship of engine replaced by [REDACTED]

\*\*\* 04/02/2019 11:46:29 \*\*\*

An FTS is scheduled to inspect this VIN on 04/05/2019 at [REDACTED]

\*\*\* Phone - Call - Inbound created on 04/03/2019 15:21:29 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes \*\*\*

Writer spoke with customer on 4/2:

Writer:

1. So when can you turn in the car?

Customer:

1. Will turn it in Thursday morning

Writer:

1. Apologized

2. Will send info for enterprise where you can drop off rental

3. I've secured an FTS to go out and look at your car

4. To ensure we address any concerns

Customer thanked.

\*\*\* Phone - Call - Inbound created on 04/03/2019 15:24:21 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes \*\*\*

Writer spoke with Blair, at [REDACTED]



**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage               |
|--------------------------|------------|------------------------|--------------------|-----------------------|
| [REDACTED]               | [REDACTED] | 5XXGV4L28G [REDACTED]  | [REDACTED]         | 32,418                |
| Glendale, CA, [REDACTED] |            | Prod. Date: 06/02/2016 | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Writer:

1. Covering rental from the point when his car was ready until tomorrow when he turns it in
2. Send me the bill when it's done

Dealer:

1. Thanked.
2. Send in writing

Writer sent email to dealer:

From: Reyes, Andrew [KMA]

Sent: Wednesday, April 03, 2019 3:21 PM

To: [REDACTED]jimmarshauto.com'

Subject: RE: [REDACTED]

Hi Blair,

As discussed. Kia will cover the rental for this customer from the point his vehicle was ready for pick up for the engine replacement until he turns it in tomorrow. Once the invoice is ready, send it over so I can reimburse your dealer on the part's statement.

Customer [REDACTED]n

Vehicle: 2016 Kia Optima

VIN: 5XXGV4L28G [REDACTED]

Thank you,

\*\*\* Phone - Call - Inbound created on 04/03/2019 15:34:28 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes \*\*\*

Writer emailed dealer requesting ROs

Writer emailed dealer approving rental for 3 days while vehicle is diagnosed.

Writer emailed dealer advising FTS will inspect Friday

\*\*\* Phone - Call - Inbound created on 04/05/2019 10:41:07 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes \*\*\*

Customer no-show to FTS appointment. Customer picked up their car.

\*\*\* Phone - Call - Inbound created on 04/05/2019 15:58:00 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes \*\*\*

<For Internal Use Only

Drafted offer letter - Pending review>

\*\*\* Phone - Call - Inbound created on 04/15/2019 08:50:07 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes \*\*\*

From: Reyes, Andrew [KMA]

Sent: Monday, April 15, 2019 8:50 AM

To: [REDACTED]

Subject: RE: [REDACTED]

[REDACTED]



**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage               |
|--------------------------|------------|------------------------|--------------------|-----------------------|
| [REDACTED]               | [REDACTED] | 5XXGV4L28G [REDACTED]  | [REDACTED]         | 32,418                |
| Glendale, CA, [REDACTED] |            | Prod. Date: 06/02/2016 | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Please review the offer letter. Should you choose options 1 or 2, please fill out and return the second document as well. Let me know if you need more time.

Thank you,

\*\*\* Phone - Call - Inbound created on 04/18/2019 11:25:58 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes \*\*\*

From: [REDACTED]  
Sent: Thursday, April 18, 2019 11:08 AM  
To: Reyes, Andrew [KMA]  
Subject: Re: [REDACTED]

Hello Andrew:

Everything was taken care of at the Enterprise. Once again thank you for your help in regards to the rental situation. However my experience at Glendale Kia was less than pleasing. I was definitely experiencing some slight "Pulling" of my vehicle during the drive home. I did not understand why that was, considering that fact you ASSURED me that there would be an inspection BEFORE I picked up my vehicle. Now after reading your email this morning I know that there WASN'T an inspection done and that is completely disappointing knowing that we had an in depth conversation about the serious problem that I had with my vehicle, where I almost got into a serious car accident or the freeway when my car abruptly broke down in the middle of nowhere. There is no way that I would have driven it off of the lot if I had known that there wasn't an inspection done. I'm started to believe that this company has zero regard to my safety and well being. Now my "Check engine" light is on after the company spent months "FIXING" my car. I REFUSE to drive this vehicle now. There is seriously something wrong with car and me driving it is completely dangerous. I am a working entertainer here in Los Angeles and I use my car to get to set everyday. Now this situation is effecting my work and I can not allow that.

I've looked over the offer letter and I must say that the offer isn't enough. I literally was stuck on the side of the road at 2am for hours, one hundred miles away from Las Vegas, in the middle of NOWHERE. The insurance company couldn't even find me on the GPS. This was an extremely frightening situation.

I've attached the invoice for the tow in Vegas as well as the invoice on the day that Glendale Kia sent me on the road with a incompetent vehicle.

\*\*\* Phone - Call - Inbound created on 04/18/2019 11:26:20 (GMT-08:00) Pacific Time (US & Canada) and created by Andrew Reyes \*\*\*

From: Reyes, Andrew [KMA]  
Sent: Thursday, April 18, 2019 11:26 AM  
To: [REDACTED]  
Subject: RE: [REDACTED]

Thank you for your reply. The inspection was set up for Friday the 5th and the vehicle was picked up on the 4th. I advised that we would put you in a rental while the inspection took place, and if we found any warrantable concerns we would keep you in the rental while the repairs took place. The vehicle was picked up the day before, our tech showed up and was unable to inspect.

We believe our offer is consistent with what you are entitled to under the California Lemon Law. If you think otherwise, let me know why and we can review. Please review the Better Business Bureau (BBB) program summary for an explanation of the mileage deduction:



**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage               |
|--------------------------|------------|------------------------|--------------------|-----------------------|
| [REDACTED]               | [REDACTED] | 5XXGV4L28G [REDACTED]  | [REDACTED]         | 32,418                |
| Glendale, CA, [REDACTED] |            | Prod. Date: 06/02/2016 | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint  
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys  
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Lastly, there is no invoice attached.

Thank you,

\*\*\* Email - External Email Received created on 05/20/2019 09:06:10 and created by Victoria Haisley \*\*\*

From: [REDACTED]  
Sent: Monday, May 20, 2019 8:56 AM  
To: Haisley, Victoria [KMA]  
Subject: Fwd: [REDACTED]

----- Forwarded message -----

From: [REDACTED]  
Date: Mon, May 13, 2019 at 8:46 AM  
Subject: Re: [REDACTED]  
To: Reyes, Andrew [KMA] [REDACTED]@kiausa.com>, Lael Clark [REDACTED]@kiaconsumeraffairs.com>, [REDACTED]@kiausa.com>, [REDACTED]@kiausa.com>, [REDACTED]@kiausa.com>

Hello Andrew:

I've emailed you several times and I haven't heard back from you. Once again my car that was in repair for over three months was returned to me. Now two weeks later it's back in repair because of the same problem...the engine. This is completely unacceptable, my life was in danger when the engine suddenly broke down on my 2016 Kia Optima while I was driving on the freeway. I would greatly appreciate it if you could email me back.

\*\*\* Email - External Email Sent created on 05/20/2019 09:10:01 and created by Victoria Haisley \*\*\*

From: Haisley, Victoria [KMA]  
Sent: Monday, May 20, 2019 9:10 AM  
To: [REDACTED]  
Subject: RE: [REDACTED]

Hello,

I will be assisting you regarding your case while Andrew is out of the office.

I see that Andrew previously sent you a 3-option offer letter. The offers presented in that letter, dated 4/15/19, still stand as Kia's offers at this time. Please review the offer and feel free to reach out to me with any questions or concerns.

Sincerely,  
Victoria H.

\*\*\* Email - External Email Received created on 05/20/2019 09:26:18 and created by Victoria Haisley \*\*\*

From: [REDACTED]  
Sent: Monday, May 20, 2019 9:24 AM  
To: Haisley, Victoria [KMA]  
Subject: Re: [REDACTED]

Hello Victoria:



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**Consumer Affairs Department**

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| Last name                 | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage               |
|---------------------------|------------|------------------------|--------------------|-----------------------|
| [REDACTED]                | [REDACTED] | 5XXGV4L28G [REDACTED]  | [REDACTED]         | 32,418                |
| Glendale , CA, [REDACTED] |            | Prod. Date: 06/02/2016 | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint  
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys  
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

I mentioned the text below to Andrew and I did not get a response from him!

Everything was taken care of at the Enterprise, Once again thank you for your help in regards to the rental situation. However my experience at Glendale Kia was less than pleasing. I was definitely experiencing some slight "Pulling" of my vehicle during the drive home. I did not understand why that was, considering that fact you ASSURED me that there would be an inspection BEFORE I picked up my vehicle. Now after reading your email this morning I know that there WASN'T an inspection done and that is completely disappointing knowing that we had an in depth conversation about the serious problem that I had with my vehicle, where I almost got into a serious car accident on the freeway when my car abruptly broke down in the middle of nowhere. There is no way that I would have driven it off of the lot if I had known that there wasn't an inspection done. I'm started to believe that this company has zero regard to my safety and well being. Now my "Check engine" light is on after the company spent months "FIXING" my car. I REFUSE to drive this vehicle now. There is seriously something wrong with car and me driving it is completely dangerous. I am a working entertainer here in Los Angeles and I use my car to get to set everyday. Now this situation is effecting my work and I can not allow that.

I've looked over the offer letter and I must say that the offer isn't enough. I literally was stuck on the side of the road at 2am for hours, one hundred miles away from Las Vegas, in the middle of NOWHERE. The insurance company couldn't even find me on the GPS. This was an extremely frightening situation.

I've attached the invoice for the tow in Vegas as well as the invoice on the day that Glendale Kia sent me on the road with a incompetent vehicle.

The offer wasn't enough considering the fact that I almost got into a serious accident on the freeway. My car was in the shop for over 3 months all that time I was paying on my car that I did not have. I'm a entertainer her in Los Angeles this has been such a

\*\*\* Email - External Email Sent created on 05/20/2019 09:58:31 and created by Victoria Haisley \*\*\*

From: Haisley, Victoria [KMA]  
Sent: Monday, May 20, 2019 9:58 AM  
To: [REDACTED]  
Subject: RE: [REDACTED]

Hello,

I apologize for the inconveniences. Please forward me a copy of the tow invoice, as I don't have access to Andrew's emails to view it.

Thank you,  
Victoria H.

\*\*\* Email - External Email Received created on 05/20/2019 10:33:15 and created by Victoria Haisley \*\*\*

From: [REDACTED]  
Sent: Monday, May 20, 2019 10:32 AM  
To: Haisley, Victoria [KMA]  
Subject: Re: [REDACTED] 7

\*Tow invoice attached and wtr is attaching to case.\*

\*\*\* Email - External Email Sent created on 05/20/2019 10:52:16 and created by Victoria Haisley \*\*\*

From: Haisley, Victoria [KMA]  
Sent: Monday, May 20, 2019 10:52 AM



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**Consumer Affairs Department**

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| Last name  | First name | VIN of                 | 2016 OPTIMA | Case Number | Mileage               |
|------------|------------|------------------------|-------------|-------------|-----------------------|
| [REDACTED] | [REDACTED] | 5XXGV4L28G             | [REDACTED]  | [REDACTED]  | 32,418                |
| Glendale   | CA,        | Prod. Date: 06/02/2016 | Dealer:     | [REDACTED]  | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

To: [REDACTED]

Subject: RE [REDACTED]

Hello,

Please see the attached Revised Offer Letter. Please feel free to contact me with any questions or concerns about any of the options.

Thank you,  
Victoria H.

\*\*\* Email - External Email Received created on 05/20/2019 11:31:18 and created by Victoria Haisley \*\*\*

From: [REDACTED]

Sent: Monday, May 20, 2019 11:21 AM

To: Haisley, Victoria [KMA]

Subject: Re: [REDACTED]

Victoria:

Thank you for responding so quickly, However this is NOT enough. Once again my car was in the shop for over three months and it was returned to me only to have an engine problem a two weeks after it was supposedly fixed. This is completely unacceptable. I am a public figure and I really don't want to bring my attorney in on this, but Kia corporate isn't treating me like a valued customer. Especially when my safety and life was on the line.

\*\*\* 05/21/2019 08:06:46 \*\*\*

Case moved into WIPBin Default and Sub Status of Working

\*\*\* Phone - Call - Outbound created on 05/21/2019 09:07:55 and created by Victoria Haisley \*\*\*

Writer contacted [REDACTED]

Writer states:

1. Introduced self as case manager while Andrew is OOO
2. Understand vehicle was down for an extended period of time for an engine replacement
3. Apologized for the inconveniences
4. Certainly not the experience we wish for our customers

Cust states:

1. This has been such a long drawn out process
2. I'm sure you read the email
3. After over three months of them having my car two weeks later my CEL came on
4. So I took it back to Kia in Glendale
5. They just called me yesterday to say that it's repaired but I don't believe them
6. Would like for you to see if there's a loaner I can use
7. I've come out of pocket for these inconveniences
8. I work daily and use my car for my job
9. The offer you sent me doesn't seem right
10. I feel like everyone has been dragging their feet
11. Thank you for reaching back out

Writer states:

1. KMA strives to comply to the lemon law guidelines in your state
2. Offer letter is based on those guidelines

# Kia Motors America

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| <u>Last name</u>          | <u>First name</u>      | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u>        |
|---------------------------|------------------------|---------------------------|--------------------|-----------------------|
| [REDACTED]                | [REDACTED]             | 5XXGV4L28G [REDACTED]     | [REDACTED]         | 32,418                |
| Glendale , CA, [REDACTED] | Prod. Date: 06/02/2016 |                           | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

3. What are you requesting of KMA at this time?

Cust states:

1. The buyout offer is low
2. There have been several other people who have done a class action lawsuit against Kia for this same reason
3. That was an extremely scary situation
4. I want more out of the offer letter
5. It's not fair
6. This is my second Kia car
7. I used to love the company
8. I don't want to make this into a bigger deal and get social media and my lawyer involved
9. I'm not that type of person

Writer states:

1. Understand your concerns
2. Again, I do apologize for your experience with the veh so early into ownership
3. First two options are based on the lemon law guidelines in your state
4. If you're interested in keeping the vehicle with Option #3 then we can discuss the GW offer

Cust states:

1. Victoria keeping the vehicle would be a death wish
2. I live in LA, God forbid that car stalled on the freeway
3. That's a hazard for not only me but other people driving

Writer states:

1. Understood
2. For Option #2 KMA would be paying off the loan in addition to paying you the settlement amount

Cust states:

1. I would be driving a faulty vehicle
2. I might as well run into something on purpose
3. I don't think you understand
4. Can you break down Option #2?

Writer states:

1. Of course
2. For Option #2, KMA would be reimbursing you for all lease payments made and the tow
3. KMA would take the mileage deduction as outlined in the lemon law guidelines of your state
4. KMA does not determine that formula
5. So the settlement amount of \$4,403.62 would go back to you and KMA would pay off the loan as well
6. So KMA would take possession of the vehicle

Cust states:

1. I'm aware of that
2. But once again I'm not okay with that
3. Who is your supervisor?

Writer states:

1. Supervisor is not a public contact

Cust states:

1. Fair enough



# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u>          | <u>First name</u>      | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u>        |
|---------------------------|------------------------|---------------------------|--------------------|-----------------------|
| [REDACTED]                | [REDACTED]             | 5XXGV4L28G [REDACTED]     | [REDACTED]         | 32,418                |
| Glendale , CA, [REDACTED] | Prod. Date: 06/02/2016 |                           | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

2. I have faith in you and the Kia team to do something about the buyout
3. You guys can do better than that
4. I would never keep that car
5. That's terrifying

Writer states:

1. Understand concerns
2. Repurchase offer is based on the lemon law guidelines in your state

Cust states:

1. I think you guys can do better
2. Let's just put a hold on that for now
3. They called me yesterday saying it's fixed
4. Can you guys set up a loaner situation while we get this offer settled?
5. I just don't trust it and I'm not about to drive that car

Writer states:

1. We do ask that you pick up the vehicle now that it is repaired

Cust states:

1. I will pick it up
2. I told them I would pick it up
3. But I'm not going to drive it
4. They told me it was fine the last time and look what happened

Writer states:

1. Since your vehicle is repaired KMA is unable to offer assistance with a loaner

Cust states:

1. Let's say I pick up the car after talking to you
2. And it goes out in the middle of me driving it and I get in an accident
3. Then what would happen?

Writer states:

1. I cannot speak to hypotheticals
2. KMA does stand by the repairs the dealer has made

Cust states:

1. That's so fair
2. You guys really look out for your customers
3. Thank you so much for reaching out to me so soon
4. I will be in touch

Writer states:

1. Please feel free to contact me if you have any other questions or concerns

Cust states:

1. Okay
2. Thank you so much

Writer states:

1. My pleasure

**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage               |
|--------------------------|------------|------------------------|--------------------|-----------------------|
| [REDACTED]               | [REDACTED] | 5XXGV4L28G [REDACTED]  | [REDACTED]         | 32,418                |
| Glendale, CA, [REDACTED] |            | Prod. Date: 06/02/2016 | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

2. Have a great day

Cust thanked and call ended

\*\*\* Email - External Email Received created on 05/24/2019 09:09:16 and created by Victoria Haisley \*\*\*  
Writer received signed offer letter from customer and attaching to case.

\*\*\* Email - External Email Sent created on 05/24/2019 09:13:32 and created by Victoria Haisley \*\*\*

From: Haisley, Victoria [KMA]

Sent: Friday, May 24, 2019 9:13 AM

To: [REDACTED]

Subject: RE [REDACTED]

Good morning,

Thank you; I received your signed offer letter, indicating your acceptance of Option #2, the repurchase of your Kia Optima.

In order to complete the processing of your repurchase request, please send the following information at your earliest convenience:

- (1) A completed copy of the attached Authorization to Release Loan/Lease Information form (Attached)
- (2) A full payment history (including all payments made on the vehicle to any lender)
- (3) A copy of the current registration for your vehicle

Upon receipt of this information, I will begin the process of verifying pay-off and payment history in order to issue up-to-date and accurate settlement checks. I will notify you when the checks are issued and we can initiate scheduling of your vehicle turn-in.

Per the offer letter, please allow approximately 60 days for processing.

Should you have any questions or concerns in the interim, please do not hesitate to contact me directly.

Thank you,

Victoria H.

\*\*\* Email - External Email Received created on 05/29/2019 06:39:38 and created by Victoria Haisley \*\*\*

From [REDACTED]

Sent: Tuesday, May 28, 2019 2:44 PM

To: Haisley, Victoria [KMA]

Subject: Re [REDACTED]

\*Blank email with registration attached.\*

\*\*\* Email - External Email Sent created on 05/29/2019 06:46:02 and created by Victoria Haisley \*\*\*

From: Haisley, Victoria [KMA]

Sent: Wednesday, May 29, 2019 6:46 AM

To: [REDACTED]

Subject: RE [REDACTED]

Good morning,

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u>          | <u>First name</u>      | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u>        |
|---------------------------|------------------------|---------------------------|--------------------|-----------------------|
| [REDACTED]                | [REDACTED]             | 5XXGV4L28G [REDACTED]     | [REDACTED]         | 32.418                |
| Glendale , CA, [REDACTED] | Prod. Date: 06/02/2016 |                           | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Thank you for sending that over. Please return a signed copy of the Authorization to Release Loan Information (attached).

Thank you,  
Victoria H.

\*\*\* Email - External Email Sent created on 05/29/2019 07:08:18 and created by Victoria Haisley \*\*\*  
Wtr requested payment history & payoff quote from KMF.

\*\*\* 05/29/2019 12:33:25 \*\*\*

Sub Case [REDACTED] Closed, with Resolution Code: Information Given

\*\*\* Email - External Email Received created on 05/30/2019 14:29:20 and created by Victoria Haisley \*\*\*  
Received payment history & payoff quote from KMF. Attaching to case.

\*\*\* Email - External Email Received created on 05/30/2019 15:54:10 and created by Victoria Haisley \*\*\*  
[REDACTED] service manager states customer is refusing to return rental and pick up vehicle.

\*\*\* Phone - Call - Outbound created on 05/30/2019 15:55:07 and created by Victoria Haisley \*\*\*  
Writer contacted [REDACTED]

Writer states:

1. Introduced self
2. F/u on case
3. Still need Auth to Release Lease Info

Cust states:

1. Thought I sent it over
2. As soon as I get home I will send you
3. Leaving work right now

Writer states:

1. Was notified that vehicle is repaired so rental must be returned

Cust states:

1. I already did that last week when you told me to

Writer states:

1. Apologize
2. Will f/u with dealer to clarify

Cust states:

1. Okay so how long does this process take?

Writer states:

1. Can take up to 60 days

Cust states:

1. Copy that
2. Will send document via email

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| <u>Last name</u>          | <u>First name</u> | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u>        |
|---------------------------|-------------------|---------------------------|--------------------|-----------------------|
| [REDACTED]                | [REDACTED]        | 5XXGV4L28G [REDACTED]     | [REDACTED]         | 32.418                |
| Glendale , CA, [REDACTED] |                   | Prod. Date: 06/02/2016    | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Writer states:

1. Thank you have a nice night

Cust thanked and call ended

\*\*\* Email - External Email Received created on 05/31/2019 08:49:40 and created by Victoria Haisley \*\*\*

From: [REDACTED]

Sent: Thursday, May 30, 2019 5:54 PM

To: Haisley, Victoria [KMA]

Subject: Re [REDACTED]

\*Blank email with Auth. to Release Lease Info\*

\*\*\* Phone - Call - Inbound created on 06/06/2019 09:46:57 and created by Collado Ortega \*\*\*

Cust states

1. I do not want to drive this car
2. It is a lemon
3. It is not safe
4. I was told that in this 60-90 days Kia would send a check to buy back my car
5. In the meantime I would like a rental
6. Not to drive this unsafe car

Wrt states

1. Apologize
2. All I can do is notate

Cust states

1. Fine

\*\*\* Phone - Call - Inbound commitment fulfilled on 06/06/2019 12:55:04 (GMT-07:00) Arizona with Commitment Date 03/18/2019 closed by Lael Clark \*\*\*

\*\*\* Social Media - Social Media Posting created on 06/10/2019 14:48:39 and created by Young Park \*\*\*

SOCIAL MEDIA CONTACT 06/04/2019

CUSTOMER [REDACTED]

Hey Kia! I have a HUGE COMPLAINT please have someone DM me with a direct contact with someone who can resolve this!

KMA 06/04/2019

Should you have any concern on your vehicle, please send a DM with your VIN, your name and contact number.  
^YP

CUSTOMER 06/04/2019

@kiamotorsusa just sent the dm!

@kiamotorsusa still no response from my dm .... how disappointing

CUSTOMER 06/06/2019

@kiamotorsusa SOLD ME a LEMON!!! I almost got into a serious car accident on the freeway when my Kia Optima shut down in the middle of nowhere heading to Vegas. My insurance company couldn't even locate me on the GPS



**Kia Motors America  
Consumer Affairs Department**

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| Last name                | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage               |
|--------------------------|------------|------------------------|--------------------|-----------------------|
| [REDACTED]               | [REDACTED] | 5XXGV4L28G [REDACTED]  | [REDACTED]         | 32,418                |
| Glendale, CA, [REDACTED] |            | Prod. Date: 06/02/2016 | Dealer: [REDACTED] | Car Pros KIA Glendale |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

to send a Tow truck. I was stuck for hours in the middle of the night on the side of a pitch black road! Months later they are now buying me out of my car but expect me to drive the same car that they've classified as a LEMON. This company has zero regard to my safety and well being.

KMA 06/10/2019

We apologize for the delayed response. We were able to locate your existing case number. Our record shows one of our team members has been in contact with you. We will forward this message to your case analyst to review and follow up accordingly. ^YP

\*\*\* Case 12964737 is sent on 6/10/2019 15:0:46 by Young Park

To: [REDACTED]@kiausa.com

Cc:

Title: Case [REDACTED] - Social Media Contact

\*\*\* 06/17/2019 10:09:20 \*\*\*

Email is sent on 06/17/2019 10:04:02 by Victoria Haisley

To: [REDACTED]

Cc:

Title: RE:

\*\*\* Email - External Email Sent created on 06/17/2019 10:04:02 and created by Victoria Haisley \*\*\*

Good afternoon,

Thank you for re-sending the Authorization to Release Loan Information form. I did want to update you that I have submitted the paperwork and it is currently being reviewed by another department. Once approved, I will receive the settlement check and will send it to Morley. Morley is the third party company that we use to facilitate the surrender appointments. A Morley representative will then be in contact with you to schedule a time and date for surrender. At the time of surrender, you will receive the settlement check.

Please do not hesitate to contact me directly with any further questions or concerns.

Sincerely,

Victoria H.  
Kia Motors America, Inc  
Consumer Affairs  
Phone: [REDACTED]  
Fax: [REDACTED]

\*\*\* Note - Others created on 06/19/2019 10:59:06 and created by Victoria Haisley \*\*\*

Submitted VRS # [REDACTED] to NCA on this date

\*\*\* Social Media - Social Media Posting created on 06/20/2019 14:04:13 and created by Christina Steir \*\*\*  
SOCIAL MEDIA POSTING

CUSTOMER 6/4/19

2016 Kia Optima

VIN: 5XXGV4L25G [REDACTED]



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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u>    | <u>Mileage</u> |
|------------------|-------------------|------------------------|--------------------|-----------------------|----------------|
| [REDACTED]       | [REDACTED]        | 5XXGV4L28G             | [REDACTED]         | [REDACTED]            | 32.418         |
| Glendale         | , CA, [REDACTED]  | Prod. Date: 06/02/2016 | Dealer: [REDACTED] | Car Pros KIA Glendale |                |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

[REDACTED]  
\*\*\*YPark updated and informed customer of case status

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|--------------------|--------------------|----------------|
|                  |                   | 5XXGT4L30G             |                    |                    | 64.000         |
| Dothan           | , AL,             | Prod. Date: 10/13/2015 | Dealer:            |                    | Dothan KIA     |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Warranty

Kia Case Type Lvl2: Service

Kia Case Type Lvl4: Warranty Condition/Coverage

### Case History

\*\*\* 02/19/2019 07:11:38 \*\*\*

Contact = , Priority = Standard, Sub Status = Working

\*\*\* Phone - Call - Inbound created on 02/19/2019 07:11:41 and created by Edward Hunter \*\*\*

Customer called and complained:

1. I had the done to my vehicle and had an oil change done at the same time
2. shortly after that, possibly as little as 2 weeks, the low oil light came on. The dipstick showed low oil also
3. I went ahead and changed the oil thinking the guy at the dealer did not fill it fully
4. less than a month later, the oil is down over 2 quarts
5. I called the dealer and they told me the PI had nothing to do with oil burning and the engine was not covered for that problem.
6. I have an appointment with the dealer to have the engine looked at, it is blowing black smoke at this time.

Writer states:

1. The PI is for rod knock, I do not think oil burning is covered.
2. Just as an aside, your car is out of warranty and the dealer might want a diagnostic fee.

Customer states:

1. I bought the car from Rick Case and they have a 100,000 mile powertrain warranty on all the used cars.

writer states:

1. You might think about taking the car to Rick Case as quite often the dealer warranties are not good at other dealers.

Customer did not think this would be a problem.

Writer requested customer call with the results of the dealer visit.

\*\*\* Phone - Call - Inbound commitment created on 02/19/2019 07:19:10 with Commitment Date 02/26/2019 and created by Edward Hunter \*\*\*

\*\*\* Phone - Call - Inbound created on 02/26/2019 07:35:10 and created by Edward Hunter \*\*\*

Writer called Dothan KIA and asked for Service

SA states that they did do the but have not had any further contact with the customer.

Writer thanks SA for his assistance.

\*\*\* Phone - Call - Inbound commitment fulfilled on 02/26/2019 07:37:12 with Commitment Date 02/26/2019 closed by Edward Hunter \*\*\*

\*\*\* 02/26/2019 07:37:15 \*\*\*

Closed by Edward Hunter with Resolution Code : Concerns Recorded  
[Resolution Summary]

\*\*\* 04/01/2019 10:36:06 (GMT-07:00) Arizona \*\*\*

Reopened by Justina Sinclair with Sub Status of Working

\*\*\* Others - Others created on 04/01/2019 10:38:53 (GMT-07:00) Arizona and created by Justina Sinclair \*\*\*  
Fire TREAD completed by JSinclair

\*\*\* 04/01/2019 10:39:13 (GMT-07:00) Arizona \*\*\*

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|--------------------|--------------------|----------------|
| [REDACTED]       | [REDACTED]        | 5XXGT4L30G             | [REDACTED]         | [REDACTED]         | 64.000         |
| Dothan           | , AL, [REDACTED]  | Prod. Date: 10/13/2015 | Dealer: [REDACTED] | Dothan KIA         |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Warranty

Kia Case Type Lvl2: Service

Kia Case Type Lvl4: Warranty Condition/Coverage

Closed by Justina Sinclair with Resolution Code : Concerns Recorded

[Resolution Summary]

**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage       |
|--------------------------|------------|------------------------|--------------------|---------------|
| [REDACTED]               | [REDACTED] | 5XXGT4L31G [REDACTED]  | [REDACTED]         | 3,276         |
| Hickory , NC, [REDACTED] |            | Prod. Date: 02/17/2016 | Dealer: [REDACTED] | Paramount KIA |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Overheat

**Case History**

R/A towed vehicle to PARAMOUNT KIA OF ASHEVILLE. Please contact dealer to determine the reason for tow and contact the customer for assistance.

- For Reference -

Caller Name : [REDACTED] S

Caller Phone [REDACTED]

Dispatched : 10/05/2016 11:15:44 AM

Tow Provider : AT & R

\*\*\* NOTES 10/06/2016 01:42 PM US Mountain Daylight Time AVargas Action Type: Dealer contact

Writer called [REDACTED] and states

1. Calling regarding RSA and repairs

SVCA John states

Customer Name: [REDACTED] s

Customer phone # [REDACTED]

Customer address: [REDACTED] Ashville NC [REDACTED]

VIN: 5XXGT4L31G [REDACTED]

MY and Mileage: 2016 Kia Optima 3,276

Most recent RO# and Open Date: [REDACTED] 10/5/16

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

Most recent Repair Issue and Diagnosis: Customer says, temperature gage went hot while driving and could smell coolant

Able to Duplicate (Y or N): No

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

Repair History of current concern with dates and mileage: N/A

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

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

Techline Case (if applicable): N/A

Rental / Loaner Provided? If so, since when?: No

Dealer contacted DPSM (if needed): No

Vehicle repaired?: No

Customer has possession?: No

Dealer Code/Selling Dealer (Y or N): [REDACTED]

Original Owner (Y or N): Yes

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

If HEV vehicle, is dealer HEV certified (if needed): N/A

[!<For Internal Use Only

\*\*\* Dealer states customer refused to sign r/o and said they were going to sue and get a lawyer so vehicle has not been able to get looked at \*\*\*

----Spike Team dispatching to call center for further follow up-----

>!] ]

\*\*\* NOTES 11/07/2016 01:08 PM US Mountain Daylight Time Albrahim Action Type: Dealer contact

Writer Called Dealer [REDACTED] PARAMOUNT KIA OF ASHEVILLE [REDACTED] and spoke to SVC DEPT

# Kia Motors America

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|--------------------|--------------------|----------------|
| [REDACTED]       | [REDACTED]        | 5XXGT4L31G             | [REDACTED]         | [REDACTED]         | 3.276          |
| Hickory          | , NC, [REDACTED]  | Prod. Date: 02/17/2016 | Dealer: [REDACTED] | Paramount KIA      |                |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Overheat

1. Calling to verify vehicle repair status and location

Svc Adv Randy States:

1. The most recent RO# [REDACTED] had an open date:10/5/16 and was closed on 10/28/2016.
2. But Cust has not picked up the car; Cust can be reached [REDACTED] (work) or [REDACTED] (cell)
3. Cust says temperature gage went hot while driving and could smell coolant
4. We found a loose hose clam for
5. R&R Hose Clam

\*\*\* PHONE LOG 11/07/2016 01:36 PM US Mountain Daylight Time Albrahim Action Type:Outgoing call

NCB: Writer Contacted Customer [REDACTED] but to no avail; MSG 2 states person you've called is unavailable right now please try later.

\*\*\* PHONE LOG 11/07/2016 01:41 PM US Mountain Daylight Time Albrahim Action Type:Outgoing call

Writer Contacted Cust [REDACTED] (work) and Left a VM:

1. KIA was notified by RSA that your new vehicle has experienced an R/A Tow
2. This is a status call to let you know dealer has finished the repairs of the car since 10/28/2016 but vehicle has no been picked up yet
3. If you need assistance, please call KCAC [REDACTED], Option#4 and provided Case#.

\*\*\* PHONE LOG 11/07/2016 01:41 PM US Mountain Daylight Time Albrahim Action Type:Outgoing call

Writer Contacted Cust [REDACTED] and Left a VM:

1. KIA was notified by RSA that your new vehicle has experienced an R/A Tow
2. This is a status call to let you know dealer has finished the repairs of the car since 10/28/2016 but vehicle has no been picked up yet
3. If you need assistance, please call KCAC [REDACTED], Option#4 and provided Case#.

\*\*\* NOTES 11/07/2016 02:04 PM US Mountain Daylight Time Albrahim Action Type:Dealer contact

Writer Called Dealer: [REDACTED] PARAMOUNT KIA OF ASHEVILLE [REDACTED] and spoke to SVC DEPT

1. Calling to verify vehicle repair status and location

Svc Mgr John Svitilla States:

1. Vehicle was towed in and Cust immediately went to sales dept for trade-in issues
2. Finally I got hold of [REDACTED] who said he will not approve diagnosis until he speaks to a lawyer
3. My GM approved for us to diagnose at the car and we performed a Hose Clam repair under dealer GW for 12/12/ adjustment period.
4. I belive we called Cust to pick up the car but to no avail
5. Let me get Sales Dept on the line

[Writer was Transferred to Sales Dept]

Sales Mgr Brandon States:

1. I'm aware Cust will not sign off the repair order on this car
2. Cust traded 2 cars that were upside down and was able to get into this car
3. We explained the negative equity will not go away but Cust can purchase this new car



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**Consumer Affairs Department**

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|--------------------|--------------------|----------------|
| [REDACTED]       | [REDACTED]        | 5XXGT4L31G             | [REDACTED]         | [REDACTED]         | 3.276          |
| Hickory          | , NC, [REDACTED]  | Prod. Date: 02/17/2016 | Dealer: [REDACTED] | Paramount KIA      |                |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Overheat

4. Then few months later Cust asked for trade to get a lower payment but was not able to help due to pervious negative equity
5. Then few days later Vehicle was towed in for overheating

\*\*\* CASE CLOSE 11/07/2016 02:13 PM US Mountain Daylight Time Albrahim

\*\*\* PHONE LOG 01/10/2017 05:04 PM Eastern Daylight Time MReese Action Type:Outgoing call

Cust

1. I did not sign an agreement for them to fix this car
2. We trade cars frequently with this dealer
3. We traded in to KIA Souls for this car
4. I am having knee problems but they fixed it
5. We went to trade this car and discovered we would have to trade down
6. We were told we couldn't do the trade because of the negative equity
7. We were told when we traded the Souls the previous equity would disappear, not absorbed
8. Then later the car caught on fire
9. We were told we might need a new engine
10. I told them I would not pay for a new engine
11. They didn't have permission to fix it
12. We hired an attorney for this and the car has just been sitting at the dealer

Writer

1. Apologized
2. Reviewing case
3. Due to attorney involvement, escalating case

Cust

1. Thank you

\*\*\* NOTES 01/10/2017 05:04 PM Eastern Daylight Time MReese Action Type:Dealer contact

\*\*\*Dispatch to ECR

1. Customer states could smell coolant while driving
2. Dealer states car is repaired and ready to be picked up
3. Cust hired an attorney for issues at dealer
4. DPSM advised of escalation
5. Please contact customer

\*\*\* SUBCASE [REDACTED] CREATED 01/11/2017 01:13 PM US Mountain Daylight Time MHill-CE  
Please contact dlr to inquire if vehicle has been picked up?

\*\*\* NOTES 01/13/2017 09:10 AM US Mountain Daylight Time MHill-CE Action Type:Internal

[!<For Internal Use Only

case reviewed, customer states hired attorney, closing case pending paperwork>!]

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|--------------------|--------------------|----------------|
| [REDACTED]       | [REDACTED]        | 5XXGT4L31G             | [REDACTED]         | [REDACTED]         | 3.276          |
| Hickory ,        | NC, [REDACTED]    | Prod. Date: 02/17/2016 | Dealer: [REDACTED] | Paramount KIA      |                |

Kia Case Type Lvl1: Complaint

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

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Overheat

\*\*\* SUBCASE [REDACTED] CLOSED 01/13/2017 09:16 AM US Mountain Daylight Time MHill-CE

\*\*\* CASE CLOSE 01/13/2017 09:16 AM US Mountain Daylight Time MHill-CE

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|--------------------|--------------------|----------------|
| [REDACTED]       | [REDACTED]        | 5xxgw4l21g             | [REDACTED]         | [REDACTED]         | 11.391         |
| Henderson,       | NV,               | Prod. Date: 01/25/2016 | Dealer:            | [REDACTED]         | Henderson KIA  |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

### Case History

Dealer :Henderson Kia

Technician :Kevin Williams

Service Manager :John Luse

Dealer Phone [REDACTED]

DPSM :Robert Leal

Vehicle Model :OPTIMA

Model Year :2016

Mileage :11391

Initial comments by Technician found in TL Case [REDACTED]

\*\*\* Performed by contact: Kevin Williams, [REDACTED]

\*\*\* This is a Request for Assistance \*\*\*

### Problem Description :

Customer states a/c blows warm air.

### Diagnostics Performed :

tested ac system and found the Freon level is low. charged ac system and when removing the low side charge hose from the fill port Freon came out from the schrader valve. tried to tighten the valve but it will not seal. replaced the low side line because the valve is not serviceable. after replacing the line and charging the system the ac does not work. checked for proper voltage at the compressor connector and battery voltage shows with the vehicle running. disconnected the connector and checked the resistance of the control valve and the valve shows open. replaced the control valve and charged the system again but still have warm air. while the vehicle is running with the gauges the pressures are equal at 70 psi on the high and low side. I believe it needs a compressor. the compressor has been replaced once before on 08/16/16 ro 21480....

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

\*\*\* NOTES 11/04/2016 04:04 PM US Mountain Standard Time KQuintero Action Type:Dealer contact

Writer called [REDACTED] left VM for Ed in svc stating:

1. Calling to gather RO info
2. Please give us a call back
3. Provided case # and contact info

\*\*\* PHONE LOG 11/04/2016 04:17 PM US Mountain Standard Time KQuintero Action Type:Outgoing call

Writer called cust and stated:

1. Calling reg your veh repairs
2. Wanted to see if the veh has been repaired

### Cust stated:

1. The dealer told me that they couldn't fix it and that I had to get another veh
2. Jason the sales person told me this he was told by the svc dept about the repairs
3. They said there was no fix and that I needed to get out of this veh
4. Now my payment went from 500.00 to 800.00
5. This veh has damages, burn holes and it stinks like smoke
6. The veh is a 2016 Optima as well

### Writer stated:

1. I apologize for concern
2. Updated cust info
3. Advised that we would look into matter and then call back on Tuesday

**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                 | First name | VIN of 2016 OPTIMA     | Case Number        | Mileage       |
|---------------------------|------------|------------------------|--------------------|---------------|
| [REDACTED]                | [REDACTED] | 5xxgw4l21g [REDACTED]  | [REDACTED]         | 11,391        |
| Henderson, NV, [REDACTED] |            | Prod. Date: 01/25/2016 | Dealer: [REDACTED] | Henderson KIA |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

Cust stated:

1. OK thank you

\*\*\* NOTES 11/04/2016 04:17 PM US Mountain Standard Time KQuintero Action Type:Dealer contact  
Writer called [REDACTED] Ed in svc

\*\*\* NOTES 11/07/2016 04:47 PM US Mountain Standard Time KQuintero Action Type:Dealer contact  
Writer called [REDACTED]

Dealer Contact: Joe

Customer Name: [REDACTED]

Customer Phone#: [REDACTED]

Customer Address: Same

VIN: 5XXGT4L17G [REDACTED]

MY and Mileage: 2016 Optima with 8,334

Original Owner: Yes

Dealer Code/Selling Dealer: [REDACTED]

Able to Duplicate: Yes

RO# and Open Date: RO [REDACTED], opened 8/16/16

Current Repair Issue and Diagnosis: Cust states A/C blowing warm air we replaced compressor

ETA for completion of repairs: Veh already repaired

Parts on order (Y/N): No

Days Down at initial Service Alert report: 5

Tech line Case: Yes

Rental/Loaner Provided/Date:

Customer Request: N/A

Vehicle repaired & customer has possession (Y/N): Yes and Yes

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

Repair History of current concern with dates and mileage: N/A

Justification of Goodwill: N/A

Dealer contacted their DPSM: No

If HEV vehicle, is dealer HEV certified: NA

\*\*\* NOTES 11/07/2016 04:57 PM US Mountain Standard Time KQuintero Action Type:Internal

\*\*\*Per [REDACTED] veh has not come back in for A/C concerns\*\*\*

\*\*\* NOTES 11/07/2016 05:01 PM US Mountain Standard Time KQuintero Action Type:Dealer contact  
Writer called [REDACTED] Left VM for Peter svc manager stating:

1. Calling reg cust concern

2. Please give me a call back

# Kia Motors America

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> | <u>2016 OPTIMA</u>     | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------|------------------------|--------------------|----------------|
| [REDACTED]       | [REDACTED]        | 5xxgw4l21g    | [REDACTED]             | [REDACTED]         | 11.391         |
| Henderson,       | NV,               | [REDACTED]    | Prod. Date: 01/25/2016 | Dealer: [REDACTED] | Henderson KIA  |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

3. Provided case # and contact info

\*\*\* PHONE LOG 11/07/2016 05:22 PM US Mountain Daylight Time AGrantha Action Type:Incoming call  
SVCN Mr Gonzales states:

1. Offered case#
2. Cust traded car in on day towed in for no start and A/C
3. Took cust out of rental same day

Writer states:

1. Understand
2. Checked if TCS is here
3. See a template already
4. Transferred SVCN to TCS -----

\*\*\* PHONE LOG 11/07/2016 05:28 PM US Mountain Standard Time KQuintero Action Type:Incoming call  
Peter svc manager stated:

1. Calling you back reg your concern

Writer stated

1. Yes thank you for calling me back
2. Reiterated info

Peter stated:

1. Ok so the cust came in 10/26/16 Ro# 24776
2. The veh was towed in for battery needing jump start and A/C blowing warm
3. We were not able to dup the no start, the veh started right up
4. The compressor is on national back order
5. The cust went straight to sales and told them that she wasnt happy with the veh and so traded out
6. The veh is repairable its just that its on back order

Writer stated:

1. OK thank you for the info

\*\*\* PHONE LOG 11/07/2016 05:33 PM US Mountain Standard Time KQuintero Action Type:Outgoing call  
Writer called cust and stated:

1. Calling you reg your concerns
2. Advised that complaint was filed
3. At this time we were advised that you wanted to trade out of the veh
4. So there isnt anything that we are going to be able to do about the payment
5. If you have concerns with the new veh please take it to the dealer so that they can look at it

Cust stated:

1. OK thank you

\*\*\* PHONE LOG 11/07/2016 05:33 PM US Mountain Standard Time KQuintero Action Type:Ltr/email/fax sent  
\*\*\*Complaint sent to DSM this day\*\*\*\*



# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> | <u>2016 OPTIMA</u>     | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------|------------------------|--------------------|----------------|
| [REDACTED]       | [REDACTED]        | 5xxgw4l21g    | [REDACTED]             | [REDACTED]         | 11.391         |
| Henderson,       | NV,               | [REDACTED]    | Prod. Date: 01/25/2016 | Dealer: [REDACTED] | Henderson KIA  |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

\*\*\* CASE CLOSE 11/07/2016 05:34 PM US Mountain Standard Time KQuintero

\*\*\* PHONE LOG 12/07/2016 07:06 PM US Mountain Daylight Time JiSmith Action Type:Incoming call

Customer [REDACTED] states:

1. The veh had AC concerns now its the rear seat will not heat/cool
2. The veh is at the [REDACTED] service dept

Writer states:

1. Apologize for inconvenience
2. Updated Customer information
3. No open SC
4. I will obtain the RO information and call you back

Customer ([REDACTED]) states::

1. Ok
2. Thank You

Writer states:

1. Thank You

\*\*\* NOTES 12/08/2016 10:48 AM US Mountain Daylight Time JiSmith Action Type:Dealer contact

Joe SA at the Henderson Kia [REDACTED]

Customer Name:

Customer phone #:

Customer address:

VIN:

MY and Mileage:

Most recent RO# and Open Date:

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

Most recent Repair Issue and Diagnosis: Customer says,

Able to Duplicate (Y or N):

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

Repair History of current concern with dates and mileage:

ETA for completion of repairs (if applicable):

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

Techline Case (if applicable):

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

Dealer contacted DPSM (if needed):

Vehicle repaired?:

Customer has possession?:

Dealer Code/Selling Dealer (Y or N):

Original Owner (Y or N):

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

If HEV vehicle, is dealer HEV certified (if needed): N/A

**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                 | First name             | VIN of 2016 OPTIMA    | Case Number        | Mileage       |
|---------------------------|------------------------|-----------------------|--------------------|---------------|
| [REDACTED]                | [REDACTED]             | 5xxgw4l21g [REDACTED] | [REDACTED]         | 11,391        |
| Henderson, NV, [REDACTED] | Prod. Date: 01/25/2016 |                       | Dealer: [REDACTED] | Henderson KIA |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

\*\*\* NOTES 12/08/2016 10:56 AM US Mountain Daylight Time JiSmith Action Type:Dealer contact

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: verified

VIN: 5xxgw4l21g [REDACTED]

MY and Mileage: 4367 miles

Most recent RO# and Open Date: [REDACTED] 12-7-2016 Cust states veh rear seats will not heat or cool - currently working with techline

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

Most recent Repair Issue and Diagnosis: Customer says,

Able to Duplicate (Y or N): currently working with techline

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

Repair History of current concern with dates and mileage:n/a

RO [REDACTED] 11-18-2016 3782 miles Cust states fuel gauge is not functioning properly - applied stablent on electrical connections

ETA for completion of repairs (if applicable): n

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

Techline Case (if applicable): [REDACTED]

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

Dealer contacted DPSM (if needed):

Vehicle repaired?:n

Customer has possession?: n

Dealer Code/Selling Dealer (Y or N): [REDACTED] 1

Original Owner (Y or N): y

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

If HEV vehicle, is dealer HEV certified (if needed): N/A

\*\*\* PHONE LOG 12/08/2016 11:00 AM US Mountain Daylight Time JiSmith Action Type:Outgoing call

Writer states:

1. Apologize for inconvenience
2. Updated Customer information
3. No open SC
4. [REDACTED] is currently working on the veh
5. I will call you back to follow up on 12-12-2016

Customer Jeannette Saucedo [REDACTED] states:

1. Ok
2. Thank You

Writer states:

1. Thank You

\*\*\* NOTES 12/09/2016 04:10 PM Eastern Daylight Time DDrew Action Type:Internal

**Kia Motors America**  
**Consumer Affairs Department**

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| Last name                 | First name             | VIN of 2016 OPTIMA    | Case Number        | Mileage       |
|---------------------------|------------------------|-----------------------|--------------------|---------------|
| [REDACTED]                | [REDACTED]             | 5xxgw4l21g [REDACTED] | [REDACTED]         | 11,391        |
| Henderson, NV, [REDACTED] | Prod. Date: 01/25/2016 |                       | Dealer: [REDACTED] | Henderson KIA |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

\*\*\*Duplicate Case Notes\*\*\*

Techline case [REDACTED] created on 2016-12-07 21:39:55 by Henderson Kia.

Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed. Thank You.

--For Reference--

TL Case created by (Dealer Technician) : Kevin Williams

TL Case creator phone : [REDACTED]

TL Case creator email : [REDACTED]

Below are the notes from the TL case describing the concern:

\*\*\* Performed by contact: Kevin Williams, [REDACTED]

\*\*\* This is a Request for Assistance \*\*\*

Problem Description :

Customer states the rear seat heater does not work

Diagnostics Performed :

checked the rear seat heater and found the vehicle shows on the build sheet it has a rear seat heater. The switches for the rear seat heater are in the doors. Removed the rear seat cushion and found the wrong seat cushion has been installed in the vehicle. It does not have the module or the heater pads or the harness.... Will attach pics

\*\*\*End Duplicate Case Notes\*\*\*

\*\*\* NOTES 12/12/2016 12:54 PM US Mountain Daylight Time JiSmith Action Type:Dealer contact  
Ed Service Adviser at the Henderson Kia [REDACTED] states:

1. Cust has the veh
2. Veh has been repaired

Writer states:

1. Thank you

\*\*\* PHONE LOG 12/12/2016 12:56 PM US Mountain Daylight Time JiSmith Action Type:Outgoing call

Cust [REDACTED] disconnected number

[!<For Internal Use Only

Writer will send customer a call me letter on 12-12-2016>!] ]

\*\*\* CASE CLOSE 12/12/2016 03:37 PM US Mountain Daylight Time JiSmith

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------------------|--------------------|----------------|
|                  |                   | 5XXGW4L20G                |                    | 10,700         |
|                  |                   | Prod. Date: 11/18/2015    | Dealer:            |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

### Case History

\*\*\* PHONE LOG 01/05/2017 04:28 PM Eastern Daylight Time StaceyBaker

Customer states:

1. I would like to launch a complaint with Kia
2. The dlr I'm talking about, the veh spontaneously combusted in my driveway
3. 12/29/2016
3. The car I turned in screwed up my credit.
- 3.

Writer states:

1. Apologized
2. Advised will forward to NCA

Customer states:

1. We weren't even home when it started
2. I arrived minutes after, the neighbors had called the fire department and even got my dog out of the garage for me.
3. I've paid \$7,000 in payments and \$4K as a down payment.
4. It's just sickening that this could happen.
5. I don't want to go through the trouble of a law suit but would hope someone would step up.
6. No one ever thinks of this happening.

\*\*\* NOTES 01/05/2017 04:30 PM Eastern Daylight Time StaceyBaker Action Type:Internal

\*\*\*CALL TO ACTION

1. Customer alleges veh burst into flames in driveway.
2. No DLR involvement
3. Please contact customer with resolution

\*\*\* NOTES 01/06/2017 10:26 AM Pacific Daylight Time EKong Action Type:NCA Corresp. rec'd  
Cust filed the following VOQ with NHTSA:

TL\* THE CONTACT OWNED A 2016 KIA OPTIMA. AFTER PARKING THE VEHICLE IN THE DRIVEWAY FOR 15 HOURS, THE VEHICLE CAUGHT FIRE AND EXPLODED. THE VEHICLE WAS DESTROYED. THE ORIGIN OF THE FIRE WAS BELIEVED TO BE DUE TO AN ELECTRICAL FAILURE. THE FIRE DEPARTMENT EXTINGUISHED THE FIRE AND A FIRE REPORT WAS FILED. THERE WERE NO INJURIES. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 10,700.

\*\*\* PHONE LOG 01/06/2017 10:40 AM Pacific Daylight Time GVillela Action Type:Outgoing call  
WTr LVM for Lisa Gardner

\*\*\* PHONE LOG 01/18/2017 08:44 AM US Mountain Daylight Time SDominguez Action Type:Outgoing call  
CUST states:

1. Calling to follow up on case

WRT states:

1. Apologized
2. Gustavo is the agent working case
3. Will note case to advice Gustavo CUST is requesting follow up call as soon as possible

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------------------|--------------------|----------------|
|                  |                   | 5XXGW4L20G                |                    | 10,700         |
|                  |                   | Prod. Date: 11/18/2015    | Dealer:            |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

CUST states:

1. Fine

WRT states:

1. Thank you for calling KIA

\*\*\* PHONE LOG 02/08/2017 01:36 PM Pacific Daylight Time GVillela Action Type:Outgoing call  
Wtr LVM for

\*\*\* PHONE LOG 02/14/2017 08:28 AM Pacific Daylight Time GVillela Action Type:Outgoing call  
Wtr LVM for

\*\*\* PHONE LOG 02/16/2017 11:32 AM Eastern Daylight Time CSalyers Action Type:Incoming call  
Customer States: Kevin - State Farm  
1. calling because received a call from someone in reference to customer's veh catching on fire in their driveway

Wrt States:

1. apologized
2. showing there is a case manager for these concerns let me get you connected

Customer States:

1. ok thank you

\*\*wrt connected to GVillela\*\*

\*\*\* PHONE LOG 02/17/2017 03:42 PM Pacific Daylight Time GVillela Action Type:Outgoing call  
Wtr LVM for Kevin CLark, ,state farm

\*\*\* PHONE LOG 03/06/2017 08:33 AM Pacific Daylight Time GVillela Action Type:Incoming call  
Wtr spoke with Kevin at statefarm:  
1. Kevin asked for contact info of inspectors  
2. Wtr gave name and email of engineers  
3. Wtr received Stock  
4. At IAA in Fontana, CA

call ended

\*\*\* PHONE LOG 03/08/2017 04:03 PM Pacific Daylight Time GVillela Action Type:Outgoing call  
Wtr spoke with Yudith, IAAI:  
1. Asked if permission was granted  
2. Yudith stated that kevin hasnt granted permission  
3. Please have him email me at iaai.com

call ended



# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> 2016 OPTIMA | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------------------|--------------------|----------------|
|                  |                   | 5XXGW4L20G                |                    | 10,700         |
|                  |                   | Prod. Date: 11/18/2015    | Dealer:            |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* PHONE LOG 03/08/2017 04:03 PM Pacific Daylight Time GVillela Action Type:Outgoing call  
Wtr LVM for Kevin Clark

\*\*\* PHONE LOG 03/10/2017 09:38 AM Pacific Daylight Time GVillela Action Type:Outgoing call  
Wtr spoke with Christina at state farm:  
1. Asked for Kevin  
2. She offered assistance  
3. Advised to call Dan Bonelli, of advanced analysis  
4. She advised he is from total loss looking to inspect with your engineer  
5. Dan Bonelli,

call ended

\*\*\* PHONE LOG 03/10/2017 10:03 AM Pacific Daylight Time GVillela Action Type:Outgoing call  
Wtr called Advanced analysis:  
1. Asked for Dan  
2. He was not available  
3. Gave message  
4. Assistant advised he would be in today  
5. He is busy monday and tuesday is auction  
6. Wtr gave engineers email

call ended

\*\*\* PHONE LOG 03/14/2017 12:07 PM Pacific Daylight Time GVillela Action Type:Outgoing call  
Wtr recieved vm from Dan Banelli:  
1. Advised for call back

\*\*\* PHONE LOG 03/14/2017 12:27 PM Pacific Daylight Time GVillela Action Type:Outgoing call  
Wtr LVM for Dan Banelli:  
1. Asked for callback

call ended

\*\*\* PHONE LOG 03/15/2017 04:03 PM Pacific Daylight Time GVillela Action Type:Outgoing call  
Wtr spoke with Dan Bonelli:  
1. Wtr verified Dan that he is speaking with engineer in terms of scheduling  
2. Will call next week to verify inspection time

call ended

\*\*\* PHONE LOG 03/30/2017 10:42 AM Pacific Daylight Time GVillela Action Type:Outgoing call

# Kia Motors America

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|--------------------|--------------------|----------------|
|                  |                   | 5XXGW4L20G             |                    |                    | 10,700         |
|                  |                   | Prod. Date: 11/18/2015 | Dealer:            |                    |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Wtr reviewed case with engineer after inspection:

1. the origin was undetermined, and the cause was undetermined.
2. State Farm's investigators will be evaluating certain components further, and State Farm will contact us if necessary

\*\*\* CASE CLOSE 03/30/2017 10:43 AM Pacific Daylight Time GVillela

Pending further contact

\*\*\* CASE CLOSE 03/30/2017 02:57 PM Pacific Daylight Time GVillela

Tread review completed

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2016 OPTIMA</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|--------------------|--------------------|----------------|
| KIA              | CAR               | KNAGT4L37G             |                    |                    | 0              |
| Carson           | , CA,             | Prod. Date: 05/12/2016 | Dealer:            | Car Pros 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 05/09/2017 08:32 AM Pacific Daylight Time RRistow Action Type:Dealer contact  
NCA notified by DPSM of thermal event to dealer stock vehicle.

\*\*\* NOTES 05/09/2017 01:35 PM Pacific Daylight Time RRistow Action Type:Dealer contact  
KMA engineer inspecting the vehicle on 5/9/17.

\*\*\* NOTES 05/10/2017 08:36 AM Pacific Daylight Time RRistow Action Type:Dealer contact  
Wrt reviewed with the Kia engineer.

\*\*\* NOTES 05/10/2017 08:45 AM Pacific Daylight Time RRistow Action Type:Dealer contact  
Wrt contacted the DPSM.

\*\*\* PHONE LOG 05/11/2017 08:59 AM Pacific Daylight Time RRistow Action Type:Outgoing call  
Wtr left a VM for FOD Gary Barr. Pending a C/B.

\*\*\* Phone - Call - Inbound created on 05/15/2017 08:45:35 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow \*\*\*  
Wrt and CAFOM left a VM for the DPSM and the RPSM.

\*\*\* Phone - Call - Inbound commitment created on 05/15/2017 08:46:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/16/2017 and created by Ryan Ristow \*\*\*

\*\*\* 05/15/2017 08:48:56 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Case moved into WIPBin A2. Monday Pending Cust and Sub Status of Working

\*\*\* Phone - Call - Inbound commitment fulfilled on 05/16/2017 11:07:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/16/2017 closed by Ryan Ristow \*\*\*  
Wrt left VM for DPSM and RPSM. Pending C/B.

\*\*\* Phone - Call - Inbound commitment created on 05/16/2017 11:07:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/19/2017 and created by Ryan Ristow \*\*\*

\*\*\* Phone - Call - Inbound commitment fulfilled on 05/16/2017 11:47:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/19/2017 closed by Ryan Ristow \*\*\*  
Wrt reviewed with RPSM.

\*\*\* Others - Others commitment created on 05/16/2017 11:47:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/17/2017 and created by Ryan Ristow \*\*\*

\*\*\* Others - Others commitment fulfilled on 05/17/2017 12:39:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/17/2017 closed by Ryan Ristow \*\*\*  
Wrt attempted to contact FOD Gary 3 times. The mail box was full and he was not able to accept VM.

\*\*\* Phone - Call - Inbound commitment created on 05/17/2017 12:39:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/18/2017 and created by Ryan Ristow \*\*\*

\*\*\* Phone - Call - Inbound commitment fulfilled on 05/17/2017 13:39:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/18/2017 closed by Ryan Ristow \*\*\*  
Wrt contacted FOD Gary:

# Kia Motors America

## Consumer Affairs Department

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| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> | <u>2016 OPTIMA</u>     | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------|------------------------|--------------------|----------------|
| KIA              | CAR               | KNAGT4L37G    |                        |                    | 0              |
| Carson           | , CA,             |               | Prod. Date: 05/12/2016 | Dealer:            | Car Pros KIA   |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. Calling in regards to the vehicle that had the thermal event on the lot.
2. We did some research and believe that it is possible it could have been an arson case.
3. There are two separate origin points.
4. We also contacted the LAFD and they did not have any records, but it appears that the customer did contact the fire department.
5. Maybe it was a different county.
6. Ultimately, we appreciate that Cruz was trying to help the customer.
7. However, there are no records of him ever reaching out to KMA.
8. We suggest pursuing this as an insurance claim.

Gary replied;

1. Great, thanks for the help.

\*\*\* 05/17/2017 13:40:11 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Closed with Resolution Code : Information Given

\*\*\* 06/30/2017 09:07:26 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Reopened with Sub Status of Working

\*\*\* Others - Others created on 06/30/2017 09:07:29 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow \*\*\*

Tread review complete.

\*\*\* 06/30/2017 09:08:00 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Closed with Resolution Code : Information Given

[Resolution Summary]

Case closed pending dealer contact.

PE19-004

KIA

DEFECT D

CA FILES

OPTIMA

2018 OPTIMA\_ACCIDENT  
SCRIPTS\_ALLEGED DEFECT  
D\_EXPANDED SCOPE



# Accident Report

Case [REDACTED]

---

## ***Report Details***

PE19-004

KIA

DEFECT D

CA FILES

OPTIMA

2018 OPTIMA\_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> 2018 OPTIMA | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|---------------------------|--------------------|----------------|
|                  |                   | 5XXGU4L3XJ                |                    | 3.056          |
|                  |                   | Prod. Date: 04/03/2018    | 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

\*\*\* 01/11/2019 10:37:28 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Contact = Priority = Escalated, Sub Status = Working

\*\*\* Letter - Letter Received created on 01/11/2019 10:37:56 (GMT-08:00) Pacific Time (US & Canada) and created by Stephanie Mondragon \*\*\*

NCA rec'd packet from Progressive. Letter states:

1. Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim.
  2. Demand is hereby made upon you for payment of Progressive Select Insurance Company damages and those of our insured.
  4. Enclosed please find all supporting documentation.
  6. Thank you for your anticipated cooperation
- Attaching and dispatching to National CA.

\*\*\* 01/11/2019 10:38:53 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Dispatched from WIPBin = Default to Queue National CA by Stephanie Mondragon

Reason:

\*\*\* 01/14/2019 10:51:58 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* 01/14/2019 10:59:25 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

Reason:

\*\*\* 01/14/2019 11:58:32 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* Email - External Email Sent created on 01/22/2019 10:38:11 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Sent email to Subrogation Representative Levella Parker at Progressive Insurance

(progressive.com)

Hi Levella,

It looks like William Skinner from Donan inspected this vehicle. Could we get a copy of the Cause & Origin Report along with a copy of the Police/Fire Report.

\*\*\* 01/22/2019 10:39:17 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Case moved into WIPBin 1/14 (Monday) and Sub Status of Assigned

\*\*\* Email - External Email Received created on 01/23/2019 11:58:04 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Received email from Subrogation Representative Levella Parker at Progressive Insurance

(progressive.com)

Hi Sam,

I did not locate the fire report or expert report in the docs. The local adjuster spoke with our expert and the cause & origin were undetermined, so they may not have completed a report. I did request the fire report and will send it to you once I get it.

Thanks,

Levella Parker

**Kia Motors America**  
**Consumer Affairs Department**

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| Last name | First name | VIN of 2018 OPTIMA     | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | 5XXGU4L3XJ             |             | 3.056   |
|           |            | Prod. Date: 04/03/2018 | Dealer:     |         |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

PROGRESSIVE | Subrogation Senior- Product Liability – Outbound Subrogation

| Los Angeles, CA

Payments | Chicago, IL

Direct: 4

Fax:

\*\*\* 01/25/2019 11:23:45 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Case moved into WIPBin Pictures / Police Report and Sub Status of Assigned

\*\*\* Email - External Email Received created on 01/25/2019 11:32:55 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Received email from Subrogation Representative Levella Parker at Progressive Insurance

(progressive.com)

Hello Sam,

I have the police report attached.

Thanks,

Levella Parker

PROGRESSIVE | Subrogation Senior- Product Liability – Outbound Subrogation

| Los Angeles, CA

Payments: | Chicago, IL

Direct:

Fax:

\*\*\* 01/25/2019 11:34:36 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Case moved into WIPBin Legal Review and Sub Status of Assigned

\*\*\* Note - Others created on 01/25/2019 11:34:53 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Reviewed case w/ KMA Engineer:

1. There is no indication in the Sheriff Report that this fire was the result of a manufacturing concern

\*\*\* Email - External Email Received created on 02/06/2019 10:47:34 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Received email from Subrogation Representative Levella Parker at Progressive Insurance

(progressive.com)

Good Afternoon Mr. Kim,

Have you had a chance to review this claim to extend an offer to resolve?

Levella Parker

PROGRESSIVE | Subrogation Senior- Product Liability – Outbound Subrogation

PO BOX | Los Angeles, CA

Payments | Network Place | Chicago, IL

Direct:

Fax:

\*\*\* Email - External Email Sent created on 02/06/2019 10:48:03 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Sent email to Subrogation Representative Levella Parker at Progressive Insurance

(progressive.com)

Hi Levella,



**Kia Motors America**  
**Consumer Affairs Department**

Page 3 of 4

| Last name | First name | VIN of 2018 OPTIMA     | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | 5XXGU4L3XJ             |             | 3,056   |
|           |            | Prod. Date: 04/03/2018 | Dealer:     |         |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Sorry for the delay in getting back to you. Based upon the conclusion of your expert's opinion that the cause of the fire is undetermined, Kia would not be making a settlement offer at this time due to the lack of evidence pointing to a manufacturing concern.

\*\*\* 02/06/2019 10:58:02 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Closed by Samuel Kim with Resolution Code : Information Given

[Resolution Summary]

\*\*\* 04/02/2019 16:08:32 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Reopened by Samuel Kim with Sub Status of Working

\*\*\* Email - External Email Received created on 04/02/2019 16:09:39 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

NCA received ADL from Legal Assistant Ashley Brtek at Yost & Baill, Attorneys at Law (yostbaill.com) and CC'd to Attorney Michelle Hurley (yostbaill.com) and Paralegal Caitlin Blom (yostbaill.com) Mr. Kim,

Please see the attached letter from attorney Michelle Hurley.

Thank you,

Ashley S. Brtek  
Legal Assistant

YOST & BAILL | Attorneys Licensed in Minnesota, Wisconsin, Iowa, North Dakota, South Dakota, & Nebraska

(yostbaill.com) Direct: ( ) | Office: ( ) | Fax: ( )  
Minneapolis, MN ( ) Web

\*\*\* 04/02/2019 16:13:47 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* 04/08/2019 17:35:28 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Case moved into WIPBin Legal Review and Sub Status of Working

\*\*\* Note - Others created on 04/08/2019 14:56:38 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Reviewed case w/ KMA Engineer:

1. Request documents to support "negligence"

\*\*\* Phone - Call - Outbound created on 04/10/2019 11:02:08 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Called Yost & Baill, Attorneys at Law and spoke with Paralegal Caitlin Blom ( )

Writer states:

1. Calling in regards to your file number ( )
2. The ADL states this loss resulted from our negligence
3. Has anyone done a C&O?

Paralegal states:

1. I don't know if one was written
2. And it looks like we're pursuing this under a warranty claim



**Kia Motors America**  
**Consumer Affairs Department**

Page 4 of 4

| Last name | First name | VIN of 2018 OPTIMA     | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | 5XXGU4L3XJ             |             | 3.056   |
|           |            | Prod. Date: 04/03/2018 | Dealer:     |         |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Writer states:

1. The Sheriffs Report states the parties involved found the vehicle on fire upon return
2. It appears there were no witnesses and the vehicle was not being driven at the time of the loss
3. Requested C&O
4. Thank you

Paralegal states:

1. Let me look into this and I will email you
2. It looks like we have your email on file

\*\*\* 04/10/2019 11:06:48 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Case moved into WIPBin 1 (Followup) and Sub Status of Working

\*\*\* Email - External Email Received created on 04/24/2019 16:47:36 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Received email from Paralegal Caitlin Blom at Yost & Baill, Attorneys at Law (yostbaill.com) and CC'd to Legal Assistant Ashley Brtek (yostbaill.com) and Attorney Michelle Hurley (yostbaill.com) Sam,

As you know, we are representing Progressive Insurance in this matter involving a fire in the 2018 Kia Optima. At the time of the fire, the Optima was still under factory warranty. The fire started in the passenger compartment of the vehicle.

As a result of the loss, Progressive and its insured incurred damages totaling \$23,272.67. Progressive paid \$22,272.67 for the actual cash value of the vehicle, and incurred his \$1,000 deductible. Attached are our damage documents for your review.

As the vehicle was under factory warranty at the time of the fire, Progressive and its insured are entitled to full reimbursement.

Please let us know if you need any additional information to evaluate this claim.

Caitlin Blom

Paralegal

Yost & Baill, LLP

yostbaill.com | Direct: | Fax: Minneapolis, MN | Web

\*\*\* Email - External Email Sent created on 04/24/2019 16:49:17 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim \*\*\*

Sent email to Paralegal Caitlin Blom at Yost & Baill, Attorneys at Law (yostbaill.com) and CC'd Legal Assistant Ashley Brtek (yostbaill.com) and Attorney Michelle Hurley (yostbaill.com) Hi Caitlin,

Thank you for getting back to me. Unfortunately not all fires are covered under the manufacturer warranty (eg. arson). Therefore, we are requesting supports such as a Cause & Origin Report that points to a manufacturing concern.

\*\*\* 05/07/2019 13:45:09 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Closed by Samuel Kim with Resolution Code : Information Given

[Resolution Summary]

PE19-004

KIA

DEFECT D

CA FILES

OPTIMA































PE19-004

KIA

DEFECT D

CA FILES

OPTIMA



CUSTOMER #:

Kia of Orange

WORKORDER

ORANGE, CA  
PHONE

BUENA PARK, CA

PAGE 1

SERVICE DIRECT

SERVICE FAX

www.kiaoforange.com

HOME: CONT:  
BUS: CELL:

SERVICE ADVISOR: ROMERO, CHRISTIAN

| COLOR       | YEAR       | MAKE/MODEL | VIN                                         | LICENSE | MILEAGE IN/ OUT | TAG     |           |
|-------------|------------|------------|---------------------------------------------|---------|-----------------|---------|-----------|
| SNOW WHITE  | 16         | KIA OPTIMA | 5XXGV4L260                                  |         | 42508/          |         |           |
| DEL DATE    | PROD. DATE | WARR. EXP. | PROMISED                                    | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 09JAN16     | DD05DEC15  | 09JAN2021  | ** WAITER **                                |         | 0.00            | CASH    |           |
| R.O. OPENED |            | READY      | OPTIONS: DLR:CA243 ENG:2.0 Liter DOHC Turbo |         |                 |         |           |

19FEB2018 11:22

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A RECALL W REAR SEAT LATCH CABLE INSPEC/REPLA

# B RECALL W PANORAMIC SUNROOF A

# C RECALL W JF2.0 UM3.3/2.4/2.0 SHIFT QUALITY

# D RECALL W JF UM AIR INTAKE HOSE/ECU UPGRADE

# E RECALL W E-CVVT COVER AND MOTOR PLUG

# F RECALL W AIR CLEANER / CANISTER R&amp;R

## EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, if any, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

## AUTHORIZATION FOR REPAIRS

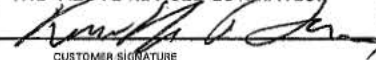
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

| REVISED ESTIMATE (1) | DATE | TIME | BY |
|----------------------|------|------|----|
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED &amp; GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES

X  CUSTOMER SIGNATURE

TECHNICIAN COPY

BAR # ARD 00285638. EPA # CAL 000422627



CUSTOMER #: [REDACTED]

\*ACCOUNTING\*

Kia of Orange

ORANGE, CA  
PHONE [REDACTED]

SERVICE DIRECT [REDACTED] SERVICE FAX [REDACTED]  
www.kiaoforange.com

BUENA PARK, CA

PAGE 1

HOME [REDACTED]

CONT: [REDACTED]

\*\* PRE-INVOICE \*\*

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR:

RUBEN REGALADO

| COLOR       | YEAR       | MAKE/MODEL |               | VIN                                         | LICENSE | MILEAGE IN / OUT |           | TAG |
|-------------|------------|------------|---------------|---------------------------------------------|---------|------------------|-----------|-----|
| SNOW WHITE  | 16         | KIA OPTIMA |               | 5XXGV4L26G                                  |         | 42539/42539      |           |     |
| DEL. DATE   | PROD. DATE | WARR. EXP. | PROMISED      | PO NO.                                      | RATE    | PAYMENT          | INV. DATE |     |
| 09JAN16 DD  | 05DEC15    | 09JAN2021  | 18:00 23FEB18 |                                             | 0.00    | CASH             | 23FEB18   |     |
| R.O. OPENED |            | READY      |               | OPTIONS: DLR:CA243 ENG:2.0_Liter_DOHC_Turbo |         |                  |           |     |

| LINE | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|------|--------|------|------|-------|-------|------|------|------|------|-----|-------|
|------|--------|------|------|-------|-------|------|------|------|------|-----|-------|

A TOW INN CUSTOMER STATE CHECK ENGINE LIGHT IS ON FOR A BLOWN HEAD GASKET

|                   |                       |        |        |        |      |               |       |   |       |        |        |
|-------------------|-----------------------|--------|--------|--------|------|---------------|-------|---|-------|--------|--------|
| 00 see tech notes |                       |        |        |        |      |               |       |   |       |        |        |
|                   | 506                   | C      | 0.00   | 2.20   |      | 5280          | 32600 |   |       | 326.00 | 326.00 |
|                   | INDUCTION SERVICE     |        |        |        |      | 2213          | 4999  | 0 | 49.99 | 49.99  | 49.99  |
|                   | PLUG                  |        |        |        |      |               |       |   |       |        |        |
|                   | ASSY-SPARK            |        |        |        |      | 7200          | 11080 | 0 | 27.70 | 27.70  | 110.80 |
|                   | 1 AR10 INTAKE CLEANER |        |        |        |      | 298           | 975   | 0 | 9.75  | 9.75   | 9.75   |
| PARTS:            | 170.54                | LABOR: | 326.00 | OTHER: | 0.00 | TOTAL LINE A: |       |   |       |        | 496.54 |

VERSION 1 (EMP# [REDACTED], 23FEB18 16:37): [REDACTED] customer states check engine light is on tech verified scanned vehicle for codes and found codes for cyl miss-fire on all cylinders checked plugs and all were fouled out burnt replaced spark plugs and rechecked and vehicle is operating properly at this time

VERSION 2 (EMP# [REDACTED], 23FEB18 17:16): [REDACTED] 2.20 customer states check engine light is on tech verified scanned vehicle for codes and found codes for cyl miss-fire on all cylinders checked plugs and all were fouled out burnt replaced spark plugs and rechecked and vehicle is operating properly at this time also did induction service and throttle body clean

B CUST REQUEST PERFORM MULTI POINT INSPECTION AND DOCUMENT ALL RESULTS CAUSE: KIA MULTI POINT INSPECTION

KCP1MPI CUST REQUEST PERFORM MULTI POINT INSPECTION AND DOCUMENT ALL RESULTS

|        |      |        |      |        |      |               |      |      |
|--------|------|--------|------|--------|------|---------------|------|------|
|        | ISP  | 0.00   | 0.00 | 0      | 0    |               | 0.00 | 0.00 |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE B: |      | 0.00 |

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

| ACCOUNT    | SALE       | COST  | CONTROL | ACCOUNT    | SALE       | COST  | CONTROL |
|------------|------------|-------|---------|------------|------------|-------|---------|
| [REDACTED] | [REDACTED] | 5280  |         | [REDACTED] | [REDACTED] | 9711  |         |
|            |            | 0     |         |            |            | 0     |         |
|            |            | ***** |         |            |            | ***** |         |

COST, SALE, & COMP TOTALS

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER  
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 326.00 |
| PARTS AMOUNT           | 170.54 |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 496.54 |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 13.22  |
| PLEASE PAY THIS AMOUNT | 509.76 |

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) [REDACTED]

BAR # ARD 00285638 [REDACTED] 0422627



CUSTOMER #:

Kia of Orange

\*ACCOUNTING\*

ORANGE, CA

PHONE

SERVICE DIRECT

SERVICE FAX

www.kiaoforange.com

BUENA PARK, CA

PAGE 1

HOME: CONT:

\*\* PRE-INVOICE \*\*

BUS: CELL:

SERVICE ADVISOR:

CHRISTIAN ROMERO

| COLOR       | YEAR       | MAKE/MODEL |                                             | VIN        | LICENSE | MILEAGE IN / OUT |           | TAG |
|-------------|------------|------------|---------------------------------------------|------------|---------|------------------|-----------|-----|
| SNOW WHITE  | 16         | KIA OPTIMA |                                             | 5XXGV4L26G |         | 42508/42509      |           |     |
| DEL. DATE   | PROD. DATE | WARR. EXP. | PROMISED                                    | PO NO.     | RATE    | PAYMENT          | INV. DATE |     |
| 09JAN16     | DD05DEC15  | 09JAN2021  | WAIT 19FEB18                                |            | 0.00    | CASH             | 20FEB18   |     |
| R.O. OPENED |            | READY      | OPTIONS: DLR:CA243 ENG:2.0 Liter DOHC Turbo |            |         |                  |           |     |

11:27 19FEB18 16:14 20FEB18

| LINE                                                                                                                                                                              | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------|------|-------|-------|------|------|------|------|-----|-------|
| A CUSTOMER REQUEST OIL AND FILTER CHANGE. SERVICE INCLUDES UP TO 5QTS SYNTHETIC BLEND OIL, OIL FILTER, CHECK AND ADJUST ALL FLUID LEVELS, SET TIRE PRESSURES TO MANUFACTURE SPECS |        |      |      |       |       |      |      |      |      |     |       |

CAUSE: 5K OIL AND FILTER CHANGE

5KK CUSTOMER REQUEST OIL AND FILTER CHANGE.

SERVICE INCLUDES UP TO 5QTS SYNTHETIC BLEND OIL, OIL FILTER, CHECK AND ADJUST ALL FLUID LEVELS, SET TIRE PRESSURES TO MANUFACTURE SPECS

|                        |   |      |      |     |      |   |       |       |       |  |  |
|------------------------|---|------|------|-----|------|---|-------|-------|-------|--|--|
| NEY, GERARDO LIC#: N   | C | 0.02 | 0.30 | 690 | 1688 |   | 16.88 | 16.88 |       |  |  |
| FILTER                 |   |      |      |     |      |   |       |       |       |  |  |
| ASSY-ENGINE O          |   |      |      | 395 | 660  | 0 | 6.60  | 6.60  | 6.60  |  |  |
| GASKET-OIL             |   |      |      |     |      |   |       |       |       |  |  |
| PLUG                   |   |      |      | 61  | 102  | 0 | 1.02  | 1.02  | 1.02  |  |  |
| OIL                    |   |      |      | 820 | 1545 | 0 | 7.77  | 3.09  | 15.45 |  |  |
| 5 WOF WASTE OIL FILTER |   |      |      | 225 | 225  |   | 0.45  | 0.45  | 2.25  |  |  |

PARTS: 23.07 LABOR: 16.88 OTHER: 2.25 TOTAL LINE A: 42.20

VERSION 1 (EMP# 19FEB18 15:58): 5k 0.30 replaced engine oil and filter inspected brakes and tires topped off all fluids set psi to proper level 33psi

B CUSTOMER STATES WHEN TURNING STEERING WHEEL TO THE LEFT AND/OR TURNING LEFT, VEHICLE MAKES AN ABNORMAL NOISE COMING FROM THE FRONT LEFT SIDE OF THE VEHICLE, INSPECT AND ADVISE ; POSSIBLY ALIGNMENT

00 GENERAL MAINTENANCE

|                      |      |        |      |        |      |               |      |      |  |  |  |
|----------------------|------|--------|------|--------|------|---------------|------|------|--|--|--|
| NEY, GERARDO LIC#: N | C    | 0.00   | 0.00 | 0      | 0    |               | 0.00 | 0.00 |  |  |  |
| PARTS:               | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE B: | 0.00 | 0.00 |  |  |  |

VERSION 1 (EMP# 19FEB18 16:18): abnormal suspension noise inspected vehicle when driving into my bay turned right or left over bumps and into my bay lifted vehicle inspected suspension for loose components or damaged found none did not here any abnormal noise at this time

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

## STATEMENT OF DISCLAIMER

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| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           |        |
| PARTS AMOUNT           |        |
| GAS, OIL, LUBE         |        |
| SUBLET AMOUNT          |        |
| MISC. CHARGES          |        |
| TOTAL CHARGES          |        |
| LESS INSURANCE         |        |
| SALES TAX              |        |
| PLEASE PAY THIS AMOUNT |        |

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

BAR # ARD 00285638

00422627

CUSTOMER #: [REDACTED]

\*ACCOUNTING\*

Kia of Orange

ORANGE, CA  
PHONE [REDACTED]

SERVICE DIRECT [REDACTED] SERVICE FAX [REDACTED]  
www.kiaoforange.com

BUENA PARK, CA

PAGE 2

HOME: [REDACTED] CONT: [REDACTED] \*\* PRE-INVOICE \*\*  
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: [REDACTED]

CHRISTIAN ROMERO

| COLOR      | YEAR | MAKE/MODEL | VIN                   | LICENSE | MILEAGE IN / OUT | TAG        |
|------------|------|------------|-----------------------|---------|------------------|------------|
| SNOW WHITE | 16   | KIA OPTIMA | 5XXGV4L26G [REDACTED] |         | 42508/42509      | [REDACTED] |

| DEL. DATE | PROD. DATE | WARR. EXP | PROMISED     | PO NO. | RATE | PAYMENT | INV. DATE |
|-----------|------------|-----------|--------------|--------|------|---------|-----------|
| 09JAN16   | DD05DEC15  | 09JAN2021 | WAIT 19FEB18 |        | 0.00 | CASH    | 20FEB18   |

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: DLR: [REDACTED] ENG:2.0\_Liter\_DOHC\_Turbo

11:27 19FEB18 16:14 20FEB18

| LINE                                                                                               | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|----------------------------------------------------------------------------------------------------|--------|------|------|-------|-------|------|------|------|------|-----|-------|
| C                                                                                                  |        |      |      |       |       |      |      |      |      |     |       |
| CUSTOMER STATES RIGHT REAR PASSENGER WINDOW SUNSCREEN COVER, CLIPS<br>CAME OFF, INSPECT AND ADVISE |        |      |      |       |       |      |      |      |      |     |       |

CAUSE: [REDACTED]

|                                          |  |  |  |            |      |      |     |      |        |       |       |
|------------------------------------------|--|--|--|------------|------|------|-----|------|--------|-------|-------|
| [REDACTED] SIDE SEAT (REAR) R&R ONE SIDE |  |  |  |            |      |      |     |      |        |       |       |
| [REDACTED] NEY, GERARDO LIC#: N          |  |  |  |            |      |      |     |      |        |       |       |
|                                          |  |  |  | W          | 0.00 | 0.30 | 690 | 3420 |        | 34.20 | 34.20 |
| [REDACTED] HOOK-REAR                     |  |  |  |            |      |      |     |      |        |       |       |
|                                          |  |  |  | DOOR CURTA |      |      | 397 | 556  | 0      | 6.62  | 5.56  |
|                                          |  |  |  |            |      |      | 397 | 556  | TPARTS |       |       |
|                                          |  |  |  |            |      |      | 690 | 3420 | TLABOR |       |       |

PARTS: 5.56 LABOR: 34.20 OTHER: 0.00 TOTAL LINE C: 39.76

VERSION 1 (EMP# [REDACTED] 19FEB18 16:18): [REDACTED] sop sop  
VERSION 2 (EMP# [REDACTED] 20FEB18 16:13): [REDACTED] sop 0.30 INSPECTED

VEHICLE, FOUND CLIPS/HOOK CAME OFF, REPLACED AND OKAY NOW [REDACTED]

D CUST REQUEST PERFORM MULTI POINT INSPECTION AND DOCUMENT ALL RESULTS

CAUSE: KIA MULTI POINT INSPECTION

KCP1MPI CUST REQUEST PERFORM MULTI POINT  
INSPECTION AND DOCUMENT ALL RESULTS

[REDACTED] NEY, GERARDO LIC#: N

|        |  |  |  |      |        |      |        |      |               |      |      |
|--------|--|--|--|------|--------|------|--------|------|---------------|------|------|
|        |  |  |  | C    | 0.00   | 0.00 | 0      | 0    |               | 0.00 | 0.00 |
| PARTS: |  |  |  | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE D: |      | 0.00 |

EST: 194.95 19FEB18 11:27 SA: [REDACTED]

TRANSMISSION SERVICE \$289.95 +  
TAX | COOLANT FL UID SERVICE  
\$169.95 + TAX | BRAKE FLUID  
SERVICE \$169.95 + TAX -  
CUSTOMER DECLINED

| DATE     | START | FINISH | DURATION | TYPE | TECH | LINE(S) | CHG |
|----------|-------|--------|----------|------|------|---------|-----|
| 02-19-18 | 15:57 | 15:58  | 0.02     | W    | 382  | A       |     |

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           |        |
| PARTS AMOUNT           |        |
| GAS, OIL, LUBE         |        |
| SUBLET AMOUNT          |        |
| MISC. CHARGES          |        |
| TOTAL CHARGES          |        |
| LESS INSURANCE         |        |
| SALES TAX              |        |
| PLEASE PAY THIS AMOUNT |        |

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

CUSTOMER SIGNATURE

BAR # ARD 00285638 [REDACTED] 00422627



Lease Date: 01/09/2016

[ ] Business, Commercial, or Agricultural Purpose Lease.

Lessor Name and Business Address

Lessee(s) Name(s) and Residence Address(es)

KIA OF CERRITOS

CERRITOS CA [REDACTED]

BUENA PARK CA [REDACTED]

County: ORANGE

**1. Parties and Agreement to Lease.** In this Lease, "you" and "your" mean the lessee. "We," "us" and "our" mean the original lessor and the party to whom the original lessor intends to assign the Lease. These terms, conditions and disclosures govern your Lease with us and after assignment, with the party to whom we have assigned the Lease (the "Assignee"). Disclosures in this Lease are made on behalf of the lessor, and after assignment, on behalf of the Assignee shown below. Each of you who signs the Lease is individually liable to us for all Lease obligations. You are leasing the Vehicle described below (the "Vehicle") from us. You agree to pay all amounts due under the Lease and fulfill all your obligations under the Lease. You intend to use the Vehicle primarily for personal, family or household purposes unless the "Business, Commercial or Agricultural Purpose Lease" box above is checked. In this Lease, "e" means an estimate. The Consumer Leasing Act Disclosures shown below are also terms of this Lease.

**2. Description of the Leased Property (The "Vehicle")**

| New/Used | Year | Make | Model  | Body Style | Vehicle ID #          | License No. | Odometer |
|----------|------|------|--------|------------|-----------------------|-------------|----------|
| NEW      | 2016 | KIA  | OPTIMA | 4D         | 5XXGV4L260 [REDACTED] |             | 7        |

**3. CONSUMER LEASING ACT DISCLOSURES**

| Amount Due at Lease Signing or Delivery<br>(Itemized below)* | Monthly Payments                                                                                                                                                                          | Other Charges (not part of your monthly payment)                                                              | Total of Payments<br>(The amount you will have paid by the end of the Lease) |
|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| \$ 4,500.00                                                  | Your first monthly payment of \$ 388.43 is due on JANUARY 09, 2016 followed by 35 payments of \$ 388.43 due on the 9th of each month. The total of your monthly payments is \$ 13,983.48. | Disposition fee (if you do not purchase the Vehicle) \$ 400.00<br>N/A \$ N/A<br>N/A \$ N/A<br>Total \$ 400.00 | \$ 18,495.05                                                                 |

**\*Itemization of Amount Due at Lease Signing or Delivery**

| Amount Due at Lease Signing or Delivery:                                           | How the Amount Due at Lease Signing or Delivery will be paid: |
|------------------------------------------------------------------------------------|---------------------------------------------------------------|
| Capitalized cost reduction \$ 2,800.83                                             | Net trade-in** allowance \$ N/A                               |
| First monthly payment \$ 388.43                                                    | Rebates and noncash credits \$ 1,500.00                       |
| Refundable security deposit \$ N/A                                                 | Amount to be paid in cash \$ 3,000.00                         |
| Title fees \$ N/A                                                                  | Total \$ 4,500.00                                             |
| Registration fees \$ 325.00                                                        |                                                               |
| California tire fees \$ 8.75                                                       |                                                               |
| Electronic vehicle registration or transfer charge (not a governmental fee) \$ N/A |                                                               |
| Lease acquisition fee \$ 595.00                                                    |                                                               |
| Document processing charge (Not a governmental fee) \$ 80.00                       |                                                               |
| TAXES \$ 301.99                                                                    |                                                               |
| N/A \$ N/A                                                                         |                                                               |
| N/A \$ N/A                                                                         |                                                               |
| N/A \$ N/A                                                                         |                                                               |
| Total \$ 4,500.00                                                                  |                                                               |

**Your monthly payment is determined as shown below:**

|                                                                                                                                                                                                                          |                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <b>Gross capitalized cost.</b> The agreed upon value of the Vehicle (\$ 34,495.00 ) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance). | \$ 34,823.00   |
| <b>Capitalized cost reduction.</b> The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.                                                            | - \$ 2,800.83  |
| <b>Adjusted capitalized cost.</b> The amount used in calculating your base monthly payment.                                                                                                                              | = \$ 32,022.17 |
| <b>Residual value.</b> The value of the Vehicle at the end of the Lease used in calculating your base monthly payment.                                                                                                   | - \$ 19,501.35 |
| <b>Depreciation and any amortized amounts.</b> The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term.                                                    | = \$ 12,520.82 |
| <b>Rent charge.</b> The amount charged in addition to the depreciation and any amortized amounts.                                                                                                                        | + \$ 426.94    |
| <b>Total of base monthly payments.</b> The depreciation and any amortized amounts plus the rent charge.                                                                                                                  | = \$ 12,947.76 |
| <b>Lease payments.</b> The number of payments in your Lease (This is also the number of months in your Lease).                                                                                                           | + 36           |
| <b>Base monthly payment.</b>                                                                                                                                                                                             | = \$ 359.66    |
| Monthly sales/use tax. N/A                                                                                                                                                                                               | + \$ 28.77     |
| N/A                                                                                                                                                                                                                      | + \$ N/A       |
|                                                                                                                                                                                                                          | + \$ N/A       |
| <b>Total monthly payment.</b>                                                                                                                                                                                            | = \$ 388.43    |

**Early Termination.** You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge will be.

**Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of



|                                                                                                                |      |           |
|----------------------------------------------------------------------------------------------------------------|------|-----------|
| <b>Rent charge.</b> The amount charged in addition to the depreciation and any amortized amounts.              | + \$ | 426.94    |
| <b>Total of base monthly payments.</b> The depreciation and any amortized amounts plus the rent charge.        | = \$ | 12,947.76 |
| <b>Lease payments.</b> The number of payments in your Lease (This is also the number of months in your Lease). | ÷    | 36        |
| <b>Base monthly payment.</b>                                                                                   | = \$ | 359.66    |
| Monthly sales/use tax.                                                                                         | + \$ | 26.77     |
| N/A                                                                                                            | + \$ | N/A       |
| N/A                                                                                                            | + \$ | N/A       |
| <b>Total monthly payment.</b>                                                                                  | = \$ | 386.43    |

**Early Termination.** You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

**Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of 0.20 ¢ per mile.

**Purchase Option at End of Lease Term.** You have an option to purchase the Vehicle at the end of the Lease term for \$ 19,501.35 and a purchase option fee of \$ 500.00. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

**Other Important Terms.** See your lease documents for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

#### 4. Itemization of Gross Capitalized Cost

|                                                                                                |           |                                                                             |    |           |
|------------------------------------------------------------------------------------------------|-----------|-----------------------------------------------------------------------------|----|-----------|
| Agreed upon value of the Vehicle as equipped at the time lessee and lessor sign this Lease: \$ | 34,495.00 | Prior credit or lease balance on trade-in vehicle being capitalized         | \$ | N/A       |
| Accessories and optional equipment Lessor agrees to add to the Vehicle after Lease signing:    |           | Optional Products and Services:                                             |    |           |
| (Describe) N/A                                                                                 | \$ N/A    | Mechanical Breakdown Protection                                             | \$ | N/A       |
| (Describe) N/A                                                                                 | \$ N/A    | Amount for Service Contract                                                 | \$ | N/A       |
| (Describe) N/A                                                                                 | \$ N/A    | Gap Contract or Coverage or Gap Waiver                                      | \$ | N/A       |
| (Describe) N/A                                                                                 | \$ N/A    | Amount of Premium for Insurance Policy                                      | \$ | N/A       |
| Total agreed upon value of Vehicle: \$                                                         | 34,495.00 | Amount of Premium for Insurance Policy                                      | \$ | N/A       |
| Other amounts included in the gross capitalized cost:                                          |           | Electronic vehicle registration or transfer charge (not a governmental fee) | \$ | 29.00     |
| Taxes                                                                                          | \$ N/A    | SECURITY ETCH                                                               | \$ | 299.00    |
| Title and registration fees                                                                    | \$ N/A    | N/A                                                                         | \$ | N/A       |
| California tire fees                                                                           | \$ N/A    | N/A                                                                         | \$ | N/A       |
| Lease acquisition fee                                                                          | \$ N/A    | N/A                                                                         | \$ | N/A       |
| Document processing charge (Not a governmental fee)                                            | \$ N/A    | N/A                                                                         | \$ | N/A       |
| N/A                                                                                            | \$ N/A    |                                                                             | \$ | N/A       |
|                                                                                                |           | <b>Total Gross Capitalized Cost:</b>                                        | \$ | 34,823.00 |
|                                                                                                |           | ‡ No add permitted unless lessor has paid prior credit or lease balance.    |    |           |

#### 5. \*\*Description of the Trade-In Vehicle

|           |                                                      |      |     |
|-----------|------------------------------------------------------|------|-----|
| Year N/A  | Gross Agreed-Upon Value of Trade-In                  | \$   | N/A |
| Make N/A  | Prior Credit or Lease Balance on Trade-In            | - \$ | N/A |
| Model N/A | Net Trade-In Allowance (If less than 0 then enter 0) | = \$ | N/A |

This box for use by original lessor and lessee to memorialize vehicle trade-in, turn-in, or other individualized agreements. If none, enter "none" or "N/A". Assignee shall not be obligated for agreements disclosed here.

Lessee agrees that if this lease cannot be assigned by Lessor to a financial institution with whom it regularly does business on terms acceptable to Lessor, and Lessor gives notice to Lessee within 10 days, this lease will be rescinded, Lessee must then return the vehicle in good condition and Lessor will then return all consideration paid.

**6. Estimated Official Fees and Taxes.** The total estimated amount you will pay for official and license fees, registration, title and taxes over the term of your Lease, whether included with your monthly payments or assessed otherwise: \$ 2,234.79 (e) The actual total of fees and taxes may be higher or lower depending on the tax rates in effect or the value of the Vehicle at the time a fee or tax is assessed.

**7. Warranties.** The Vehicle is subject to the following express warranties: If the Vehicle is new, the Vehicle is subject to the manufacturer's standard new car warranty. ☐ If this box is checked, the Vehicle is subject to the following express warranty or guarantee:

If the Vehicle is not new, and no warranty is identified in the previous sentence, there is no express warranty on the Vehicle. TO THE EXTENT PERMITTED BY LAW, WE DISCLAIM ANY WARRANTIES IMPLIED BY LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE. If no express warranty applies, THE

VEHICLE IS BEING LEASED "AS IS," AND "WITH ALL FAULTS," AND THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE VEHICLE IS WITH YOU. SHOULD THE VEHICLE PROVE DEFECTIVE FOLLOWING DELIVERY PURSUANT TO THIS LEASE, YOU, NOT THE LESSOR, ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING OR REPAIR. If we make a written warranty covering the Vehicle or, within 90 days of the Lease Date we extend a service contract covering the Vehicle, nothing in this Item 7 will affect any implied warranties during the term of the warranty or service contract.

**8. Late Payments.** The charge for late payments is: 120 OR 10% for any payment not received within 10 days of the date it is due.

**9. Disposition Fee** (See "Return of the Vehicle" on the other side of this Lease): \$ 400.00

**10. Early Termination Fee** (See "Terms Concerning Your Early Termination Liability" on the other side of this Lease): \$ 400.00 (may not exceed Disposition Fee shown in Item 9).

#### 11. Optional Products and Services

You are not required to buy any of the following optional products and services to enter into the Lease. The term of any product or service will be the Lease term, unless a different term is shown below. If you decide you want to buy an optional product or service, review the terms of the contract for the product or service before you initial below. A completed copy of the contract will be given to you as soon as practicable. By initialing below, you indicate that you want to purchase the optional products and services indicated. If the cost shown below is not shown as part of the total amount Due at Lease Signing above, it has been added to the Gross Capitalized Cost (see itemization above).

| Optional Product or Service | Amount or Period | Price | Term | Name of Provider | Approval |
|-----------------------------|------------------|-------|------|------------------|----------|
|-----------------------------|------------------|-------|------|------------------|----------|



# 5. \*\*Description of the Trade-In Vehicle

|                  |                                                      |    |            |
|------------------|------------------------------------------------------|----|------------|
| Year <u>N/A</u>  | Gross Agreed-Upon Value of Trade-In                  | \$ | <u>N/A</u> |
| Make <u>N/A</u>  | Prior Credit or Lease Balance on Trade-In            | \$ | <u>N/A</u> |
| Model <u>N/A</u> | Net Trade-In Allowance (If less than 0 then enter 0) | \$ | <u>N/A</u> |

This box for use by original lessor and lessee to memorialize vehicle trade-in, turn-in, or other individualized agreements. If none, enter "none" or "N/A". Assignee shall not be obligated for agreements disclosed here.

Lessee agrees that if this lease cannot be assigned by Lessor to a financial institution with whom it regularly does business on terms acceptable to Lessor, and Lessor gives notice to Lessee within 10 days, this lease will be rescinded, Lessee must then return the vehicle in good condition and Lessor will then return all consideration paid.

6. Estimated Official Fees and Taxes. The total estimated amount you will pay for official and license fees, registration, title and taxes over the term of your Lease, whether included with your monthly payments or assessed otherwise: \$ 2,234.73 (e) The actual total of fees and taxes may be higher or lower depending on the tax rates in effect or the value of the Vehicle at the time a fee or tax is assessed.

7. Warranties. The Vehicle is subject to the following express warranties: If the Vehicle is new, the Vehicle is subject to the manufacturer's standard new car warranty. ☐ If this box is checked, the Vehicle is subject to the following express warranty or guarantee:

If the Vehicle is not new, and no warranty is identified in the previous sentence, there is no express warranty on the Vehicle. TO THE EXTENT PERMITTED BY LAW, WE DISCLAIM ANY WARRANTIES IMPLIED BY LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE. If no express warranty applies, THE

VEHICLE IS BEING LEASED "AS IS" AND "WITH ALL FAULTS," AND THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE VEHICLE IS WITH YOU. SHOULD THE VEHICLE PROVE DEFECTIVE FOLLOWING DELIVERY PURSUANT TO THIS LEASE, YOU, NOT THE LESSOR, ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING OR REPAIR. If we make a written warranty covering the Vehicle or, within 90 days of the Lease Date we extend a service contract covering the Vehicle, nothing in this Item 7 will affect any implied warranties during the term of the warranty or service contract.

8. Late Payments. The charge for late payments is: 12% OR 10% for any payment not received within 10 days of the date it is due.

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## 11. Optional Products and Services

You are not required to buy any of the following optional products and services to enter into the Lease. The term of any product or service will be the Lease term, unless a different term is shown below. If you decide you want to buy an optional product or service, review the terms of the contract for the product or service before you initial below. A completed copy of the contract will be given to you as soon as practicable. By initialing below, you indicate that you want to purchase the optional products and services indicated. If the cost shown below is not shown as part of the Itemization of Amount Due at Lease Signing above, it has been added to the Gross Capitalized Cost (see itemization above).

| Optional Product or Service                                  | Amount or Period | Price | Term | Name of Provider | Approval        |
|--------------------------------------------------------------|------------------|-------|------|------------------|-----------------|
| Optional Mechanical Breakdown Protection or Service Contract | N/A              | N/A   | N/A  | N/A              | Lessee Initials |
| Optional Gap Contract or Coverage, or Gap Waiver             |                  |       |      |                  | Lessee Initials |

## 12. NOTICES

NOTICE TO THE LESSEE: YOU HAVE NO OWNERSHIP RIGHTS IN THE VEHICLE UNLESS AND UNTIL YOU EXERCISE YOUR OPTION TO PURCHASE THE VEHICLE.

## 13. CALIFORNIA NOTICES

NOTICE - THERE IS NO COOLING-OFF PERIOD. California law does not provide for a "cooling-off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this lease simply because you change your mind, decided the vehicle costs too much, or wish you had acquired a different vehicle. You may cancel this lease only with the agreement of the lessor or for legal cause, such as fraud.

NOTICE - You have the right to return the vehicle, and receive a refund of any payments made if the credit application is not approved, unless nonapproval results from an incomplete application or from incorrect information provided by you.

GAP LIABILITY NOTICE - In the event of theft or damage to the vehicle that results in a total loss, there may be a GAP between the amount due upon early termination and the proceeds of your insurance settlement and deductible. THIS LEASE PROVIDES THAT YOU ARE LIABLE FOR THE GAP AMOUNT. Optional coverage for the GAP amount may be offered for an additional price.

(1) Do not sign this lease before you read it or if it contains any blank spaces to be filled in; (2) You are entitled to a completely filled in copy of this lease; (3) Warning-Unless a charge is included in this lease for public liability or property damage insurance, payment for that coverage is not provided by this lease.

BY SIGNING THE LEASE, YOU ACKNOWLEDGE THAT YOU HAVE RECEIVED AND READ A COMPLETED COPY OF THIS LEASE BEFORE SIGNING IT.

## LESSEE SIGNATURES

|                                                                                                                       |                        |
|-----------------------------------------------------------------------------------------------------------------------|------------------------|
| <input type="checkbox"/> Partnership <input type="checkbox"/> LLC or LLP <input type="checkbox"/> Sole Proprietorship |                        |
| Lessee Signature                                                                                                      | Lessee Signature       |
| Type/Print Lessee Name                                                                                                | Type/Print Lessee Name |

## LESSOR'S ACCEPTANCE AND ASSIGNMENT

The Lessor's authorized signature indicates the Lessor has accepted the terms, conditions and the "Lessor's Assignment" provision on the other side of this Lease.

|                                                      |                         |
|------------------------------------------------------|-------------------------|
| Lessor Name: <u>RIM OF TERRITUS</u>                  | By: _____               |
| Assignee Name: <u>HYUNDAI LSE TITLING TRST - LSR</u> | Type/Print Name: _____  |
|                                                      | Type/Print Title: _____ |



CUSTOMER #:

\*INVOICE\*



DUPLICATE 1

PAGE 1

BUENA PARK, CA

HOME:

CONT

SERVICEDIRECT

ORANGE, CA  
PHONE

SERVICEFAX

www.kiaoforange.com

BUS:

CELL:

SERVICE ADVISOR:

RUBEN REGALADO

| COLOR       | YEAR       | MAKE/MODEL |               | VIN          | LICENSE                  | MILEAGE IN / OUT |         | TAG       |
|-------------|------------|------------|---------------|--------------|--------------------------|------------------|---------|-----------|
| SNOW WHITE  | 16         | KIA OPTIMA |               | 5XXGV4L26G   |                          | 42582/42582      |         |           |
| DEL DATE    | PROD. DATE | WARR. EXP. | PROMISED      |              | PO NO.                   | RATE             | PAYMENT | INV. DATE |
| 09JAN16     | DD05DEC15  | 09JAN2021  | 18:00 24MAR18 |              |                          | 0.00             | CASH    | 30MAR18   |
| R.O. OPENED |            | READY      |               | OPTIONS: DLR | ENG:2.0 Liter DOHC Turbo |                  |         |           |

09:10 26FEB18 18:11 30MAR18

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A TOW IN AFTER WE REPLACE SPARK PLUGS TAIL PIPES ARE BLOWING WHITE  
SMOKE COMING FROM TAIL PIPES

CAUSE: OK

ENGINE SUB ASSY (LONG BLOCK) R&amp;R (THETA)

W

(N/C)

TURBO CHARGER (GAMMA ENGINE)

W

(N/C)

HIGH PRESSURE SENSOR

PLUG ASSY-SPARK

(N/C)

O PUMP-HIGH PRESSURE

(N/C)

OR REMAN SUB ENGINE

(N/C)

CORE CHARGE W

(N/C)

ANTIFREEZE/COOLANT

(N/C)

1 WA WASTE ANTIFREEZE

(N/C)

SCREW-TAPPING

(N/C)

SUBL RENTAL PO

W

(N/C)

(N/C)

7.70 CUSTOMER STATES AFTER REPLACING SPARK PLUG THE VEHICLE  
WAS RUNNING ROUGH AGAIN AND BLOWING SMOKE TECH VERIFIED INSPECTED  
VEHICLE AND FOUND SPARK PLUGS FOULED OUT UPON FURTHER INSPECTION FOUND  
OIL IN INTERCOOLER LINES AND PERFORMED COMPRESSION TEST AND WAS ADVISED  
TO REPLACE ENGINE ASSEMBLY PER TECH LINE REPLACED ENGINE AND RECHECKED  
VEHICLE AND IS RUNNING AS DESIGNED TEST DROVE VEHICLE FOR OVER 12 MILES

\*\*\*\*\*

B CUST REQUEST PERFORM MULTI POINT INSPECTION AND DOCUMENT ALL RESULTS

CAUSE: KIA MULTI POINT INSPECTION

KCP1MPI CUST REQUEST PERFORM MULTI POINT

INSPECTION AND DOCUMENT ALL RESULTS

ISP

(N/C)

\*\*\*\*\*

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE  
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE  
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO  
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE  
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED  
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY  
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS  
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT  
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY  
MANUFACTURER'S REPRESENTATIVE.

## STATEMENT OF DISCLAIMER

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

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

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

CUSTOMER SIGNATURE

BAR # ARD 00285638

00422627

PE19-004

KIA

DEFECT D

CA FILES

OPTIMA





























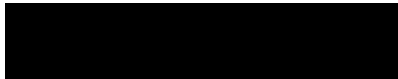
PE19-004

KIA

DEFECT D

CA FILES

OPTIMA



December 04, 2018

Kia Motors America Inc Corp Hq  
[REDACTED]  
Irvine CA [REDACTED]

State Farm Claims  
[REDACTED]  
Phoenix AZ [REDACTED]

**RECEIVED**

DEC 12 2018

**CONSUMER AFFAIRS**

RE: Claim Number: [REDACTED]  
Insured: [REDACTED]  
Date of Loss: May 07, 2018  
Location of Loss: [REDACTED]  
Chicago, IL

To Whom It May Concern:

We are writing to you regarding a loss sustained by our insured.

Our investigation indicates you are responsible for this loss. By virtue of our payment to our insured, we are entitled to recover from the responsible party.

If you have liability insurance, please refer this letter to your insurance company and provide us with your insurance information.

If you do not have insurance, please contact us to discuss arrangements for paying this claim.

Your cooperation is appreciated.

If you have any questions or need additional information, please call me at the number listed below. If I am not available, any other member of my team may assist you.

Sincerely,

Karla Deantonio  
Claim Specialist  
[REDACTED]

State Farm Mutual Automobile Insurance Company

[REDACTED]



























MANUFACTURED BY  
KIA MOTORS MANUFACTURING GEORGIA, INC.

SEP/30/16

GVWR 4497 bs

PAINT M5U

GAWR

FRONT 2557 bs

GAWR

REAR

2513 bs

TRIM BGG

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL  
MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS  
IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

V.I.N. 5XXGU4L3XG

PASSENGER CAR



UTION  
E CHARGEMENT

2 REAR  
1 APPRENE 3

kg or 104 lbs  
kg or 104 lbs

OWNER'S  
UAL FOR  
TIONAL  
MATION  
MANUEL  
SAGER  
LUS DE  
EMENTS







# CARFAX® Vehicle History Report™

An independent company established in 1986

US \$39.99

## Vehicle Information:

2016 KIA OPTIMA EX  
 VIN: 5XXGU4L3XG [REDACTED]  
 SEDAN 4 DR  
 2.4L I4 F DOHC 24V  
 GASOLINE  
 FRONT WHEEL DRIVE  
[Standard Equipment](#) | [Safety Options](#)



No accidents reported to CARFAX



No other damage reported to CARFAX



CARFAX 1-Owner vehicle



4 Service history records



Personal lease vehicle


**14,861** Last reported odometer reading


This CARFAX Vehicle History Report is based only on [information](#) supplied to CARFAX and available as of 6/18/18 at 3:07:09 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

The number of owners is estimated

Owner 1

Year purchased

2017

Type of owner

Personal lease

Estimated length of ownership

1 yr. 4 mo.

Owned in the following states/provinces

Illinois

Estimated miles driven per year

14,016/yr

Last reported odometer reading

14,861



## Title History

CARFAX guarantees the information in this section

Owner 1

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

**Guaranteed**  
No Problem

Not Actual Mileage | Exceeds Mechanical Limits

**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](#) | [View Certificate](#)



## Additional History

Not all accidents / issues are reported to CARFAX

Owner 1

### Total Loss

No total loss reported to CARFAX.


**No Issues**  
Reported

### Structural Damage

No structural damage reported to CARFAX.


**No Issues**  
Reported

**Airbag Deployment**

No airbag deployment reported to CARFAX.

 No Issues Reported**Odometer Check**

No indication of an odometer rollback.

 No Issues Indicated**Accident / Damage**

No accidents or damage reported to CARFAX.

 No Issues Reported**Manufacturer Recall**

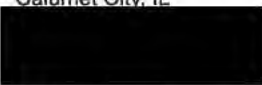
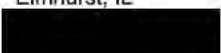
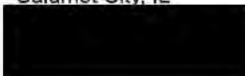
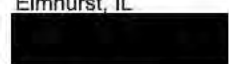
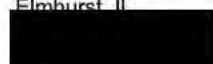
No open recalls reported to CARFAX.

 No Recalls Reported**Basic Warranty**[Original warranty](#) estimated to have 44 months or 45,139 miles remaining. Interested in an [extended warranty](#)? Warranty Active**Detailed History**[Glossary](#)**Owner 1**

Purchased: 2017  
 Type: Personal lease  
 Where: Illinois  
 Est. miles/year: 14,016/yr  
 Est. length owned: 2/2/17 - present  
 (1 yr. 4 mo.)

**Low mileage!**  
 This owner drove less than the industry average of 15,000 miles per year.



| Date:      | Mileage: | Source:                                                                                                                                       | Comments:                                                                                                                                                                                   |
|------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 01/24/2017 | 4        | Napleton River Oaks Hyundai Kia<br>Calumet City, IL<br>      | Vehicle offered for sale                                                                                                                                                                    |
| 02/02/2017 |          | Napleton Acura<br>Elmhurst, IL<br>                           | Vehicle sold                                                                                                                                                                                |
| 02/02/2017 |          | Illinois Motor Vehicle Dept.                                                                                                                  | Vehicle purchase reported                                                                                                                                                                   |
| 02/06/2017 |          | Napleton Acura<br>Elmhurst, IL<br>                         | Vehicle offered for sale                                                                                                                                                                    |
| 02/07/2017 | 9        | Napleton River Oaks Hyundai Kia<br>Calumet City, IL<br>    | Pre-delivery inspection completed<br>Floor mats installed                                                                                                                                   |
| 02/16/2017 | 185      | Illinois Motor Vehicle Dept.<br>Calumet City, IL<br>Title  | Title issued or updated<br>Registration issued or renewed<br>First owner reported<br>Titled or registered as personal lease vehicle<br>Loan or lien reported<br>Vehicle color noted as Blue |
| 04/10/2017 | 5,118    | Napleton Acura<br>Elmhurst, IL<br>                         | Vehicle washed/detailed                                                                                                                                                                     |
| 06/26/2017 | 5,343    | Napleton Acura<br>Elmhurst, IL<br>                         | Maintenance inspection completed<br>Tires rotated<br>Vehicle washed/detailed<br>Oil and filter changed<br>Tire condition and pressure checked                                               |
| 02/24/2018 | 14,861   | Berwyn Kia<br>Berwyn, IL<br>                               | Maintenance inspection completed<br>Oil and filter changed                                                                                                                                  |



Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.

Print this CARFAX Report and take it to your pre-purchase inspection





Have Questions? Please visit our Help Center at [www.carfax.com](http://www.carfax.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.

### 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.

6/18/18 3:07:09 PM (CDT)



# VEHICLE HIGHLIGHTS

**2016 KIA OPTIMA EX**

VIN: 5XXGU4L3XC

Body Style: SEDAN 4 DR

Engine Size: 2.4L I4 F DOHC 24V

Drivetrain: FRONT WHEEL DRIVE



## Original Manufacturer's Warranty:

**Basic Warranty Active**

Please confirm remaining factory warranty and extended warranty options with your dealer!

The original manufacturer's warranty includes:  
**60 months or 60,000 miles**

Information excerpted from the CARFAX Vehicle History Report and/or Safety & Reliability Ratings; see full reports for additional information, glossary of terms, source attributions, disclaimers & limitations. Go to [carfax.com](http://carfax.com) for complete Buyback Guarantee terms and conditions.

## OWNERSHIP HISTORY:

Number of Owners:



Last owned in the following state/province:

Illinois

Annual average mileage:

14,016



\*Below industry annual average of 15,000 miles

## STATE DMV-REPORTED TITLE PROBLEMS:

None of these major title problems were reported by a state Department of Motor Vehicles:



Salvage, Junk, Rebuilt, Fire, Flood, Hail, Lemon

**Guaranteed**  
No Problem

Not Actual Mileage, Exceeds Mechanical Limits

**Guaranteed**  
No Problem

## ACCIDENTS AND OTHER ISSUES:

No issues reported to CARFAX on the following:

Total Loss

☒ No Issues Reported

Structural Damage

☒ No Issues Reported

Airbag Deployment

☒ No Issues Reported

Odometer Rollback

☒ No Issues Reported

Other Accidents / Damage

☒ No Issues Reported

# SHOW ME THE CARFAX





# FIRE SCENE INVESTIGATIONS, INC.

██████████  
Orland Park, IL ██████████  
Telephone: ██████████  
Facsimile: ██████████  
Email: rayburn@rayburnfsi.com

## REPORT OF INVESTIGATION

**DATE:** November 30, 2018

**INSURED:** ██████████

**TYPE OF VEHICLE:** 2016 Kia Optima  
VIN: 5XXGU4L3XG ██████████

**DATE OF LOSS:** May 7, 2018

**CASE NUMBER:** 2018-164

**INSURANCE CO:** State Farm Ins.

**CLAIM NUMBER:** ██████████

## INVESTIGATION ASSIGNMENT:

FSI was contacted by Jackie Robertson of State Farm Insurance to conduct an investigation regarding the origin and cause of a fire incident that occurred on May 7, 2018 involving a 2016 Kia Optima. On June 18, 2018, I traveled to Copart Auto Storage in Chicago Heights, IL to conduct my scene examination. Upon arrival to the facility, I was provided access to the secured facility to examine the vehicle lot ██████████.

## BACKGROUND:

**Vehicle Description:** 2016 Kia Optima XL, IL License plate ██████████

**Weather Conditions:** Unknown

**Fire Protection/Detections:** Unknown

**Fire Progression to Other Structures/Exposures:** None

## EXTERIOR EXAMINATION:

Examination of the exterior of the vehicle revealed a four-door blue 2016 Kia Optima. Further examination of the exterior revealed a noticeable fire and heat pattern to the center section of the engine compartment, with a radial heat pattern to the top hood. Inspection of the front fender showed minor heat stressing. However, the fire was

██████████

Case Number: 2018-164

Claim Number: [REDACTED]

Insured Name: [REDACTED]

determined to have occurred to the center of the engine compartment. The damage to the hood was consistent with the fire originating at the center/ rear of the engine block. Examination of the windshield revealed that it was compromised by heat emanating from the engine compartment at the bottom section. Heavy soot and melting damage was noted to the windshield. Scorch marks were noted to the underside rear of the vehicle, consistent with interior fluids burning after the initial fire incident occurred. There was no sign of fire origination on the exterior of the vehicle.

### **PASSENGER SEATING COMPARTMENT EXAMINATION:**

Examination of the interior passenger compartment revealed smoke and heat damage consistent with the compromised front windshield. Examination of the interior fuse panel revealed that no interior fuses were blown or tripped. Further inspection of the passenger seating area revealed no sign of fire origination.

### **ENGINE COMPARTMENT EXAMINATION:**

Examination of the engine compartment revealed extensive fire and heat damage that occurred to the rear section of the engine block where the head gasket was located. Further examination of this area revealed that the most intense burning occurred at the engine block and extended upward and outward, causing directional fire and heat damage to the remaining sections of the engine compartment. Inspection of the radiator revealed that it was intact. Examination of additional electrical wiring and hoses revealed no indication of any electrical activity or failure of any of the wiring. Examination of the battery revealed that it was intact and sustained only external and directional damage. After a thorough review of the entire engine compartment, the fire appeared to be localized originating where the crank case was located within the engine block of the vehicle. Inspection of the underside of the engine compartment showed burnt residue of oil, consistent with the fact that the engine was leaking oil at the time of the fire.

Case Number: 2018-164

Claim Number: [REDACTED]

Insured Name: [REDACTED]

### **INTERVIEWS:**

An interview was conducted with [REDACTED], who related in summary that he had been driving the vehicle on [REDACTED] [REDACTED] in Chicago, IL at approximately 7:30 AM to go to work. He had been driving the vehicle for about 10 minutes when the overheat engine light came on, as well as the brake light. He then observed smoke coming from the engine. After seeing the smoke, he noticed that he also lost use of the power brakes. At that time, he then engaged the emergency brake [REDACTED] related that he pulled over the side of the road and observed that the smoke became more prominent and there were flames under the hood. He indicated that this all happened very quickly. [REDACTED] related that the vehicle had approximately 70,000 miles on it. He indicated that there had been a previous recall at around 10,000 miles. He then took the vehicle into Ed Napleton Kia in Schaumburg, IL to fix the recall for the airbag. He indicated he had received no additional recall notices prior to the fire. [REDACTED]

### **FIRE DEPARTMENT FINDINGS:**

A request was submitted to obtain a copy of the fire incident report from the Chicago Fire Department. As of the date of this report, no copy has been provided.

### **ADDITIONAL INFORMATION:**

I later obtained a copy of the CarFax report for the vehicle. Review of this report revealed that the vehicle has a 2.4 liter, 24 valve gasoline engine. The report shows that the vehicle had been maintained with oil and filter changes. There were no outstanding recalls noted for the vehicle. However, it was noted that the vehicle was the same configuration and design as the 2014 Kia Optima, which had a recall issued for engine fires regarding the engine seizing and potentially causing a fire. A copy of this report will be included.



Case Number: 2018-164

Claim Number: [REDACTED]

Insured Name: [REDACTED]

**ANALYSIS OF CAUSE AND CONCLUSIONS:**

In conclusion, based upon a thorough vehicle examination, burn pattern analysis, analysis of the physical evidence, interviews, and my personal experience, it is my considered opinion that the fire originated at the back side of the engine block within the engine compartment where the crank case and bearings are located. Furthermore, the cause of the fire was due to the ignition of vehicle fluid ignited by an operating engine. The fire is consistent with fire damage noted to other vehicles under an engine recall of Kia Optimas.

Respectfully Submitted,

[REDACTED]

John Douglas Rayburn, CFEI, CVFI, CFI, ECT  
Fire Investigator

[REDACTED]

Jason Mardirosian, CFEI, CFI, ECT  
Reviewing Fire Investigator

Fire Scene Investigations, Inc. hereby declares the expressed opinions and conclusions herein have been reached through the application of a fundamental understanding of Fire Science and the consideration of information known to Fire Scene Investigations, Inc. at the time this report was issued. The knowledge, skill, experience and training of the personnel associated with this case were instrumental in the rendering of these opinions and conclusions. Fire Scene Investigations, Inc. reserves the right to issue a supplemental or amended report if additional information becomes available.

[REDACTED]

May 08, 2018

Kia Motors America  
Corporate Headquarters  
Irvine, CA [REDACTED]

State Farm Claims  
P.O. Box [REDACTED]  
Phoenix AZ [REDACTED]

**RECEIVED**

**MAY 15 2018**

**CONSUMER AFFAIRS**

RE: Claim Number: [REDACTED]  
Date of Loss: 05/07/2018  
City/State of Loss: Chicago, IL  
Insured: Darien D Dufauchard  
Vehicle: Kia Optima  
VIN: 5XXGU4L3XC [REDACTED]  
Mileage: 17,000

**To Whom It May Concern:**

This notice is to advise you of a loss that occurred to our insured's vehicle. Our preliminary investigation indicates that Kia Motors America may be responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle.

The vehicle is being held at a location in Dixmoor, Illinois and is available for your inspection by appointment only. There is no authorization to inspect this vehicle outside the presence of a State Farm® representative.

Any settlement with our policyholder with respect to this loss must not prejudice State Farm's rights, as subrogator, nor shall State Farm's rights be released by the execution of a general release with such policyholder.

In order to assist you in evaluating and processing the subrogation claim, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Your cooperation is appreciated. If you have any questions, or would like to set up an appointment to inspect the evidence, please contact us.

[REDACTED]

[REDACTED]  
Page 2  
May 08, 2018

Sincerely,

Jacqueline Robertson  
Claim Specialist  
[REDACTED]

State Farm Mutual Automobile Insurance Company

[REDACTED]

PE19-004

KIA

DEFECT D

CA FILES

OPTIMA

























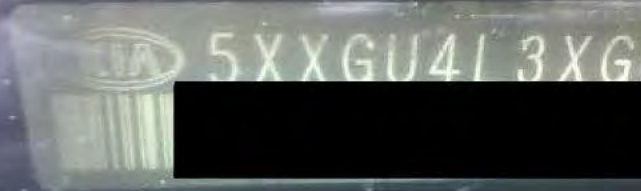




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000-2258437 06/21/201



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## LONG BEACH, NEW YORK

Entry/CC# [REDACTED] Date: 06/13/2018 Time: 1655 Tour:

Call Type: FIRE RESPONSE Priority: 1 How Received: TELEPHONE

Caller: ,

Caller Address: E CHESTER ST , NY

Caller Phone Number:

Location Name: STOP AND SHOP

Location Address: [REDACTED] LONG BEACH NY [REDACTED]

Cross Street: RIVERSIDE BLVD

Description: CAR FIRE

Disposition: FD FROM SCENE

Post: Dispatch Date: 06/13/2018 Dispatch Time: 1657

Call Taker: [REDACTED] Call Taker Supervisor: 1106

## PERSONS INVOLVED

Name: ,

Role: CA

Date of Birth:

Sex:

Race:

Address: E CHESTER ST , NY

## PERSONNEL INVOLVED

Name: Walpole, David

Serial #: [REDACTED] Rank: PO

Officer Role:

## UNITS INVOLVED

Unit: [REDACTED] Agency: LONG BEACH PD Officers: Walpole

Dispatched: [REDACTED] Acknowledged: [REDACTED] Arrived: 1711 Completed: 1732

Dispatch to Completion: 35 minutes Received to Completion: 2 minutes

## VEHICLES INVOLVED

Plate & State: [REDACTED] NY

Year/Make/Model/Color: 2016 KIA OPTIMA BLK

VIN: 5XXGU4L3XG [REDACTED]



[REDACTED]  
LONG BEACH, NEW YORK [REDACTED]

---

NARRATIVES

---

**Cad Narrative**

[6/13/2018 5:32:43 PM] by 0107 - 10-1 fd from scene, car being towed from lot

[REDACTED]

|                                            |                                                                                                                                                                                                                                                                       |  |                                                                                      |              |  |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------------------------|--------------|--|
| <b>NFIRS-1</b><br><br><b>Basic</b><br><br> | <b>A LONG BEACH FIRE DEPARTMENT</b><br>Fire Department                                                                                                                                                                                                                |  | <b>06/13/2018 16:54:00 2018</b><br>Date      Time      Incident Number      Exposure |              |  |
|                                            | <b>B Street address</b><br><div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> LONG BEACH, NY <div style="background-color: black; width: 50px; height: 15px; display: inline-block;"></div><br>Cross Street: RIVERSIDE BLVD |  |                                                                                      | Census Tract |  |

|                                                                                                                                                  |                                                                                                                                                                                    |                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>C Incident Type:</b> <div style="background-color: black; width: 50px; height: 15px; display: inline-block;"></div><br>Passenger vehicle fire | <b>E<sub>1</sub> Dates and Times</b><br>Alarm Time 06/13/2018 16:54:00<br>Time Out 06/13/2018 16:55:00<br>Arrival 06/13/2018 16:57:00<br>Controlled<br>Cleared 06/13/2018 17:29:00 | <b>E<sub>2</sub> Shift and Alarms</b><br><div style="text-align: center; margin-top: 10px;"> <b>1</b>      <b>LB</b><br/>         Shift      Alarm      District      Alarm Box       </div> |
| <b>D Mutual Aid: None</b><br><br>Their FDID      State      Incident<br><br>Responding Departments (Press Other)                                 | <b>E<sub>3</sub> Special Studies</b>                                                                                                                                               |                                                                                                                                                                                              |

| <b>F Actions Taken</b><br>1. Extinguishment by fire service personnel | <b>G<sub>1</sub> Resources</b> <table style="width:100%; border-collapse: collapse;"> <tr> <th style="width:40%;"></th> <th style="width:20%; text-align: center;">Apparatus</th> <th style="width:20%; text-align: center;">Personnel</th> </tr> <tr> <td>Suppression</td> <td style="text-align: center;">1</td> <td style="text-align: center;">4</td> </tr> <tr> <td>EMS</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Other</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Personnel Not on Apparatus</td> <td></td> <td style="text-align: center;">0</td> </tr> <tr> <td>Total Personnel</td> <td></td> <td style="text-align: center;">4</td> </tr> </table> |           | Apparatus | Personnel | Suppression | 1 | 4 | EMS | 0 | 0 | Other | 0 | 0 | Personnel Not on Apparatus |  | 0 | Total Personnel |  | 4 | <b>G<sub>2</sub> Estimated Dollar Losses</b><br>Losses<br>Property      Unknown<br>Contents      Unknown<br>Pre Incident Value<br>Property      Unknown<br>Contents      Unknown |
|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|-----------|-------------|---|---|-----|---|---|-------|---|---|----------------------------|--|---|-----------------|--|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                       | Apparatus                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Personnel |           |           |             |   |   |     |   |   |       |   |   |                            |  |   |                 |  |   |                                                                                                                                                                                  |
| Suppression                                                           | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 4         |           |           |             |   |   |     |   |   |       |   |   |                            |  |   |                 |  |   |                                                                                                                                                                                  |
| EMS                                                                   | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 0         |           |           |             |   |   |     |   |   |       |   |   |                            |  |   |                 |  |   |                                                                                                                                                                                  |
| Other                                                                 | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 0         |           |           |             |   |   |     |   |   |       |   |   |                            |  |   |                 |  |   |                                                                                                                                                                                  |
| Personnel Not on Apparatus                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 0         |           |           |             |   |   |     |   |   |       |   |   |                            |  |   |                 |  |   |                                                                                                                                                                                  |
| Total Personnel                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 4         |           |           |             |   |   |     |   |   |       |   |   |                            |  |   |                 |  |   |                                                                                                                                                                                  |

| <b>H<sub>1</sub> Casualties</b> <table style="width:100%; border-collapse: collapse;"> <tr> <th style="width:40%;"></th> <th style="width:20%; text-align: center;">Deaths</th> <th style="width:20%; text-align: center;">Injuries</th> </tr> <tr> <td>Fire Service</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Civilian</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> </table> |        | Deaths   | Injuries | Fire Service | 0 | 0 | Civilian | 0 | 0 | <b>H<sub>3</sub> Hazardous Materials Release</b> | <b>J Property Use</b><br>Food and beverage sales,<br>grocery store |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------|----------|--------------|---|---|----------|---|---|--------------------------------------------------|--------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Deaths | Injuries |          |              |   |   |          |   |   |                                                  |                                                                    |
| Fire Service                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 0      | 0        |          |              |   |   |          |   |   |                                                  |                                                                    |
| Civilian                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 0      | 0        |          |              |   |   |          |   |   |                                                  |                                                                    |

|                               |                             |
|-------------------------------|-----------------------------|
| <b>H<sub>2</sub> Detector</b> | <b>I Mixed Property Use</b> |
|-------------------------------|-----------------------------|

|                                                                                                                                                                                                                                                                                                                                                                       |                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| <b>K<sub>1</sub> Person Entity Involved</b><br>STOP & SHOP<br><div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> LONG BEACH, NY <div style="background-color: black; width: 50px; height: 15px; display: inline-block;"></div><br><div style="background-color: black; width: 100px; height: 15px; margin-top: 5px;"></div> | <b>K<sub>2</sub> Owner</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|

|                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------|
| <b>L Remarks</b><br>VEHICLE FULLY INVOLVED UPON ARRIVAL, EXTINGUISHED WITHOUT INCIDENT. OWNER OUT OF CAR PRIOR. |
|-----------------------------------------------------------------------------------------------------------------|

|                                                                                           |                                                        |                                                                                            |
|-------------------------------------------------------------------------------------------|--------------------------------------------------------|--------------------------------------------------------------------------------------------|
| <b>M BRIAN W PUES</b><br>Officer in Charge<br><b>BRIAN W PUES</b><br>Member Making Report | <b>LIEUTENANT</b><br>Rank<br><b>LIEUTENANT</b><br>Rank | Assignment<br><br>Assignment<br><br>Date<br><b>06/13/2018</b><br>Date<br><b>06/13/2018</b> |
|-------------------------------------------------------------------------------------------|--------------------------------------------------------|--------------------------------------------------------------------------------------------|

|          |
|----------|
| <b>R</b> |
|----------|

|                                           |                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                    |                      |              |                      |              |                      |              |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|--------------|----------------------|--------------|----------------------|--------------|
| <b>NFIRS-2</b><br><br><b>Fire</b><br><br> | <b>B Property Details</b><br><b>B<sub>1</sub> Not Residential</b><br>Estimated number of residential living units in building of origin whether or not all units became involved.<br><b>B<sub>2</sub> Buildings not Involved</b><br>Number of buildings involved.<br><b>B<sub>3</sub> None</b><br>Acres burned (outside fires). | <b>C On-Site Materials or Products</b> <table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:60%;">On-site material (1)</td> <td style="width:40%; text-align: right;">Storage Code</td> </tr> <tr> <td>On-site material (2)</td> <td style="text-align: right;">Storage Code</td> </tr> <tr> <td>On-site material (3)</td> <td style="text-align: right;">Storage Code</td> </tr> </table> | On-site material (1) | Storage Code | On-site material (2) | Storage Code | On-site material (3) | Storage Code |
| On-site material (1)                      | Storage Code                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                    |                      |              |                      |              |                      |              |
| On-site material (2)                      | Storage Code                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                    |                      |              |                      |              |                      |              |
| On-site material (3)                      | Storage Code                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                    |                      |              |                      |              |                      |              |

Date: 06/18/2018

Long Beach Fire Department

Page: 1

|                                                                                                                                                                                                                       |                                                                                      |                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------|
| <b>D Ignition</b><br>Operator/passenger area of transportation equip.<br>Area of Fire Origin<br><i>Undetermined</i><br>Heat Source<br><i>Undetermined</i><br>Item First Ignited<br><br>Type of Material First Ignited | <b>E<sub>1</sub> Cause of Ignition</b><br><i>Failure of equipment or heat source</i> | <b>E<sub>3</sub> Human Factors</b><br><i>None</i> |
|                                                                                                                                                                                                                       | <b>E<sub>2</sub> Factors Contributing to Ignition</b><br>1. <i>Undetermined</i>      |                                                   |

**F Equipment Involved in Ignition**

**G Fire Suppression Factors**

|                                                                                         |                             |                                                                                                             |
|-----------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------------------------------------------------------|
| <b>H<sub>1</sub> Mobile Property Involved</b><br><i>Involved in ignition and burned</i> | Kia<br>Mobile Property Make | <br>License Plate Number |
| <b>H<sub>2</sub> Mobile Property Type</b><br><i>Passenger road vehicle, other</i>       | OPTIMA                      | NY                                                                                                          |
|                                                                                         | Mobile Property Model       | State                                                                                                       |
|                                                                                         | Year                        | VIN Number                                                                                                  |





ROCKVILLE CENTRE, N.Y.

- FAX

www.karpauto.com

SERVICE DEPARTMENT HOURS  
7:00 a.m. to 6:00 p.m. Mon - Thur  
7:00 a.m. to 7:00 p.m. Friday  
7:30 a.m. to 5:00 p.m. Saturday  
DEALER REG# R 7083219  
R 7083221

|                         |            |             |
|-------------------------|------------|-------------|
| R/O Open Date           | 4/24/18    | Status      |
| R/O Close Date          | 4/30/18    | Reprint     |
| Mileage In              | 29957      | Mileage Out |
|                         | 29958      |             |
| Service Advisor / Tag # | Iris Diaz/ |             |

MIOT, MORIS M

LONG BEACH, NY

Work Phone

Vehicle Identification Number

5XXGU4L3XC

Home Phone

Delivery Date

In-Service Date

3/30/16

3/30/16

Year

Make

Model

Body

Color

License Number

2016

KIA

OPTIMA

4DSD

BK

\*EXPRESS TIRE AND WHEEL Exp: 36000 or 3/30/19 Ded: 0

## DESCRIPTION OF SERVICE AND PARTS

## AMOUNT

Email:

#1 -

MISCELLANIOUS

CUSTOMER STATES THE RIGHT REAR TIRE AND THE LEFT R  
EAR TIRE IS LOOSING AIR

CUSTOMER STATES THE RIGHT REAR TIRE IS STILL LOOSI  
NG AIR// 52 DAVE PLUG TIRE ON 4-18-2018

#2 -

KI WAIT: CUSTOMER IS WAITING

#3 \*

MISCELLANIOUS

ADDED OPERATION

CUSTOMER HAS PORTFOLIO LAST NAME IS ENTERED AS FIR  
ST NAME FIRST NAME IS ENTERED AS LAST NAME

#4 \*

KI OPTIONONE: C/S THEY HAVE CHOSEN TO PERFORM BRAKE  
OPTION ONE.

ADDED OPERATION

Tech: Anand Sukhdeo

Installed :PAD KIT-REAR DISC BR 1@88.50

Sub Total: Labor: 111.45 Parts: 88.50 Total: 199.95

REPLACED FRONT BRAKE PADS

111.45

88.50

#5 \*

KI MTBAL2: MOUNT &amp; BALANCE 2 WHEELS

ADDED OPERATION

CUSTOMER STATES THE RIGHT REAR AND LEFT REAR TIRE  
HAVE A SLOW LEAK

Tech: Anand Sukhdeo

Installed UKH17 21555BW :SOLUS TA-31 BW

Qty: 2

Serv Contr

Serv Contr

## DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE  
MANUFACTURER. THE SELLER, KARP AUTOMOTIVE EAST, LLC, HEREBY EXPRESSLY  
DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED  
WARRANTY OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND  
KARP AUTOMOTIVE EAST LLC NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON  
TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.

I HEREBY AUTHORIZE THE ABOVE REPAIR ORDER WORK HEREIN SET FORTH TO BE DONE ALONG  
WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR DELAYS  
CAUSED BY UNAVAILABILITY OF PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.  
I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE  
HEREIN SET FORTH ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PURPOSE OF  
TESTING OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON  
ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

KARP AUTOMOTIVE EAST LLC IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES  
LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.

YOU MUST PICK UP YOUR CAR WITHIN 24 HOURS AFTER NOTIFICATION OR A \$35.00 PER  
DAY STORAGE FEE WILL BE IMPOSED.

ALL PARTS ARE NEW UNLESS DESIGNATED OTHERWISE.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

## LABOR

## PARTS

## DEDUCTIBLE

## SUBLET

## SHOP SUPPLIES

## HAZARDOUS MATERIALS

## SALES TAX OR TAX I.D.

## SPECIAL ORDER DEPOSIT

## DISCOUNTS

## TOTAL DUE





ROCKVILLE CENTRE, N.Y.

- FAX

www.karpauto.com

SERVICE DEPARTMENT HOURS  
7:00 a.m. to 6:00 p.m. Mon - Thur  
7:00 a.m. to 7:00 p.m. Friday  
7:30 a.m. to 5:00 p.m. Saturday  
DEALER REG# R 7083219  
R 7083221

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 4/24/18                       |                 |
| R/O Close Date                | Status          |
| 4/30/18                       | Reprint         |
| Mileage In                    | Mileage Out     |
| 29957                         | 29958           |
| Service Advisor / Tan #       |                 |
| Iris Diaz                     |                 |
| Vehicle Identification Number |                 |
| 5XXGU4L3XG                    |                 |
| Delivery Date                 | In-Service Date |
| 3/30/16                       | 3/30/16         |
| Color                         | License Number  |
| BK                            |                 |

\*EXPRESS TIRE AND WHEEL Exp: 36000 or 3/30/19 Ded: 0

|            |      |        |      |
|------------|------|--------|------|
| Work Phone |      |        |      |
| Home Phone |      |        |      |
| Year       | Make | Model  | Body |
| 2016       | KIA  | OPTIMA | 4DSD |
| Color      |      |        |      |
| BK         |      |        |      |

| DESCRIPTION OF SERVICE AND PARTS                                                                                                                                                                   | AMOUNT                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| WASTE TIRE<br>Installed :WHEEL WEIGHT Qty: 2<br>MOUNTED AND BALANCED THE P/S REAR TIRE AND THE D/S<br>REAR TIRE                                                                                    | Serv Contr<br>Serv Contr |
| Please Note: PORTFOLIO ROAD HAZZARD P/S REAR TIRE D/S REAR TIR<br>E REPLACEMENT AUT FOR \$251.30 FAX RO TO<br>/ ID<br>TECH REPLACED THE REAR BRAKE PADS // TECH REPLCED<br>THE TWO REAR TIRES// ID |                          |

**DISCLAIMER OF WARRANTIES**  
ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, KARP AUTOMOTIVE EAST, LLC, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND KARP AUTOMOTIVE EAST LLC NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.  
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KARP AUTOMOTIVE EAST LLC IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.  
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|                       |        |
|-----------------------|--------|
| LABOR                 | 111.45 |
| PARTS                 | 88.50  |
| DEDUCTIBLE            | .00    |
| SUBLET                | .00    |
| SHOP SUPPLIES         | .00    |
| HAZARDOUS MATERIALS   | .00    |
| SALES TAX OR TAX I.D. | 17.25  |
| SPECIAL ORDER DEPOSIT | .00    |
| DISCOUNTS             | .00    |
| TOTAL DUE             | 217.20 |
| EXT WARR REC          | 217.20 |

X





**KARPO AUTO**  
THE AUTO AUTHORITY, ESTABLISHED IN 1997  
BUICK KIA SAAB VOLVO  
372-400 SUNRISE HIGHWAY  
ROCKVILLE CENTRE, N.Y. 11570  
(516) 763-8429 - FAX (516) 763-8499  
www.karpauto.com

**SERVICE DEPARTMENT HOURS**  
7:00 a.m. to 6:00 p.m. Mon - Thur  
7:00 a.m. to 7:00 p.m. Friday  
7:30 a.m. to 5:00 p.m. Saturday  
**DEALER REG# R 7083219**  
**R 7083221**

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 4/18/18                       |                 |
| R/O Close Date                | Status          |
| 4/23/18                       | Reprint         |
| Mileage In                    | Mileage Out     |
| 29499                         | 29500           |
| Service Advisor / Tag #       |                 |
| Iris Diaz                     |                 |
| Vehicle Identification Number |                 |
| 5XXGU4L3XC                    |                 |
| Delivery Date                 | In-Service Date |
| 3/30/16                       | 3/30/16         |
| Color                         | License Number  |
| BK                            |                 |

|                |      |        |      |            |  |
|----------------|------|--------|------|------------|--|
| [REDACTED]     |      |        |      | Work Phone |  |
| LONG BEACH, NY |      |        |      | Home Phone |  |
| Year           | Make | Model  | Body |            |  |
| 2016           | KIA  | OPTIMA | 4DSD |            |  |
|                |      |        |      |            |  |

| DESCRIPTION OF SERVICE AND PARTS                                                                                                                                           | AMOUNT   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Email: [REDACTED]                                                                                                                                                          |          |
| #5 - KI KMULTI: TECH PERFORMED MULTI-POINT INSPECTION OF FLUIDS,<br>Installed TVV :TVV<br>KIA MULTI-POINT VEHICLE INSPECTION                                               | Internal |
| #6 - [REDACTED] MISCELLANIOUS<br>CUSTOMER STATES THE PASSENGER SIDE REAR TIRE IS LO<br>OSING AIR<br>Tech: DAVID SANCHEZ [REDACTED]<br>FOUND NAIL IN R/R TIRE. PLUGGED TIRE | Internal |
| #7 - KI WAIT: CUSTOMER IS WAITING<br>FAST TRACK                                                                                                                            |          |
| #8 - KI S11: MISCELLANIOUS<br>CUSTOMER WILL BE BACK ON A LATER DATE TO HAVE<br>RECALLS PERFORMED                                                                           |          |

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NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

|                       |     |
|-----------------------|-----|
| LABOR                 | .00 |
| PARTS                 | .00 |
| DEDUCTIBLE            | .00 |
| SUBLET                | .00 |
| SHOP SUPPLIES         | .00 |
| HAZARDOUS MATERIALS   | .00 |
| SALES TAX OR TAX I.D. | .00 |
| SPECIAL ORDER DEPOSIT | .00 |
| DISCOUNTS             | .00 |
| TOTAL DUE             | .00 |

# REPAIR ORDER - AUDIT COPY

INVENTORY: [REDACTED]

| Year                          | Make | Model  | License Number | Service Advisor |
|-------------------------------|------|--------|----------------|-----------------|
| 2016                          | KIA  | OPTIMA |                | PEGGY FOSTER    |
| Vehicle Identification Number |      | Color  | Account No.    | Delivery Date   |
| 5XXGU4L3XC [REDACTED]         |      | BK     |                | 3/30/16         |

| Work Phone | R/O Open Date  | R/O Number  |
|------------|----------------|-------------|
|            | 3/30/16        | [REDACTED]  |
| Home Phone | R/O Close Date | Receipt No. |
|            | 3/30/16        | Original    |
| Body       | Mileage In     | Mileage Out |
| 4DSD       | 12             | 13          |

#1 - PREP: PREP CAR FOR DELIVERY CLEAN AND GASS FOR DELIVERY

I

#2 - S11: MISCELLANIOUS SPOT DELIVERY 3/30 CAR IN BALDWIN  
INSPECTION DONE ALREADY CUST MIOT SLS JEFF

I

#3 - S11: MISCELLANIOUS 3 PM DELIVERY TIME

I

|                       | INTERNAL | SERVICE CONT. | WARRANTY | CUSTOMER PAY | COST |
|-----------------------|----------|---------------|----------|--------------|------|
| LABOR                 |          |               |          |              |      |
| PARTS                 |          |               |          |              |      |
| DEDUCTIBLE            |          |               |          |              |      |
| SUBLET                |          |               |          |              |      |
| SHOP SUPPLIES         |          |               |          |              |      |
| HAZARDOUS MATERIALS   |          |               |          |              |      |
| SALES TAX OR TAX I.D. |          |               |          |              |      |
| SPECIAL ORDER DEPOSIT |          |               |          |              |      |
| DISCOUNTS             |          |               |          |              |      |
|                       |          |               |          |              |      |



# REPAIR ORDER - AUDIT COPY

INVENTORY: [REDACTED]

| Year                          | Make | Model  | License Number | Service Advisor   |
|-------------------------------|------|--------|----------------|-------------------|
| 2016                          | KIA  | OPTIMA |                | Roni Geldzahler 0 |
| Vehicle Identification Number |      | Color  | Account No.    | Delivery Date     |
| 5XXGU4L3XC [REDACTED]         |      | BK     |                | 3/30/16           |

| Work Phone | R/O Open Date  | R/O Number  |
|------------|----------------|-------------|
|            | 3/14/16        | [REDACTED]  |
| Home Phone | R/O Close Date | Receipt No. |
|            | 3/15/16        | Original    |
| Body       | Mileage In     | Mileage Out |
| 4DSD       | 11             | 12          |

#1 - NYS: NEW CAR OR SAFETY INSP.

Work performed by Tech [REDACTED] \* 0.30hrs

10.00

I

#2 - FLUIDS: CHECK/TOP-OFF ALL FLUIDS

Work performed by Tech [REDACTED] \* 0.00hrs

6.95

I

#3 - PDI: PRE-DELIVERY INSPECTION

I

|                       | INTERNAL | SERVICE CONT. | WARRANTY | CUSTOMER PAY | COST |
|-----------------------|----------|---------------|----------|--------------|------|
| LABOR                 | 16.95    |               |          |              |      |
| PARTS                 |          |               |          |              |      |
| DEDUCTIBLE            |          |               |          |              |      |
| SUBLET                |          |               |          |              |      |
| SHOP SUPPLIES         |          |               |          |              |      |
| HAZARDOUS MATERIALS   |          |               |          |              |      |
| SALES TAX OR TAX I.D. |          |               |          |              |      |
| SPECIAL ORDER DEPOSIT |          |               |          |              |      |
| DISCOUNTS             |          |               |          |              |      |
|                       | 16.95    |               |          |              |      |



# REPAIR ORDER - AUDIT COPY

INVENTORY: [REDACTED]

| Year                          | Make | Model  | License Number | Service Advisor |
|-------------------------------|------|--------|----------------|-----------------|
| 2016                          | KIA  | OPTIMA |                | Melanie Gilley  |
| Vehicle Identification Number |      | Color  | Account No.    | Delivery Date   |
| 5XXGU4L3XG [REDACTED]         |      | BK     |                | 3/30/16         |

| Work Phone | R/O Open Date  | R/O Number  |
|------------|----------------|-------------|
|            | 3/11/16        | [REDACTED]  |
| Home Phone | R/O Close Date | Receipt No. |
|            | 3/14/16        | Original    |
| Body       | Mileage In     | Mileage Out |
| 4DSD       | 1              | 11          |

#1 - WKPDI: KIA PDI  
Corrected by : KIA PDI  
Work performed by Tech [REDACTED] 1.00hrs @ 142.78

142.78

#2 \* IKGAS: KIA GAS ALLOWANCE  
ADDED OPERATION  
Work performed by Tech [REDACTED] \* 0.00hrs

50.00

|                       | INTERNAL | SERVICE CONT. | WARRANTY | CUSTOMER PAY | COST |
|-----------------------|----------|---------------|----------|--------------|------|
| LABOR                 |          |               | 192.78   |              |      |
| PARTS                 |          |               |          |              |      |
| DEDUCTIBLE            |          |               |          |              |      |
| SUBLET                |          |               |          |              |      |
| SHOP SUPPLIES         |          |               |          |              |      |
| HAZARDOUS MATERIALS   |          |               |          |              |      |
| SALES TAX OR TAX I.D. |          |               |          |              |      |
| SPECIAL ORDER DEPOSIT |          |               |          |              |      |
| DISCOUNTS             |          |               | 192.78   |              |      |











































PE19-004

KIA

DEFECT D

CA FILES

OPTIMA





AUTO

10/20/2018 TO 10/20/2019

REGISTRATION VALID FROM

TYPE

LICENSE NUMBER

VEHICLE IDENTIFICATION NUMBER

5XXGV4L28G

BODY TYPE MODEL

SD

DATE ISSUED

11/03/2018

DATE FIRST SOLD

00/00/2016

CLASS

JZ

MAKE

KIA

\*YR

Yr. Model

2016

TYPE VEH.

120

MP

G

AX

WC

UNLADEN/G/CGW

TOTAL FEES PAID

\$433

1900

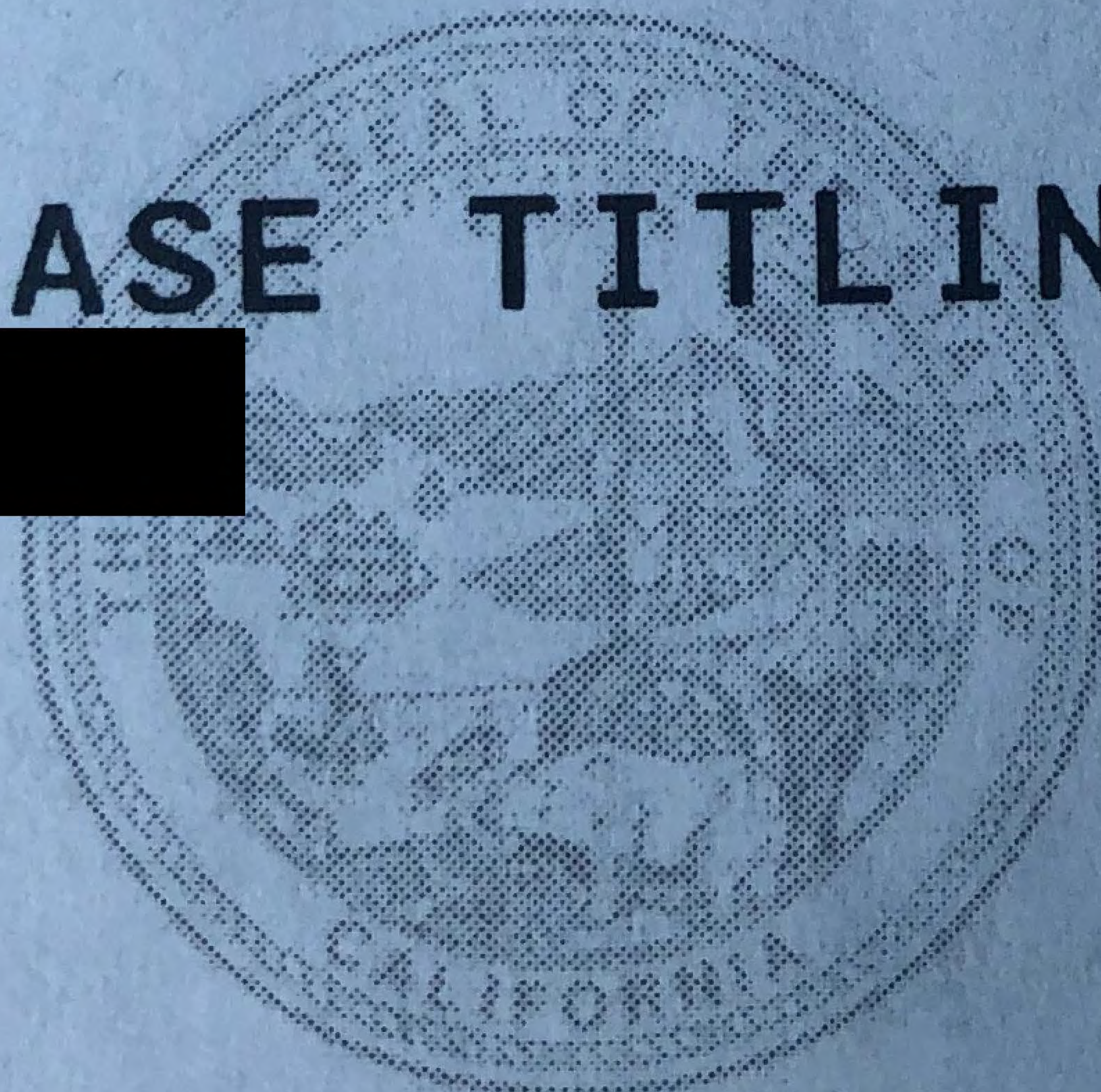
HYUNDAI LEASE TITLING TR LSR

VALENCIA CA

HYUNDAI LEASE TITLING TRST

PO BOX  
ATLANTA

GA



REGISTERED  
OWNER

LEASEHOLD  
0



[REDACTED]  
[REDACTED]  
Sherman Oaks CA [REDACTED]

# INVOICE



Date: Apr 23, 2019

Bill To:

Kia

**Balance Due: \$444.45**

| Item | Quantity | Rate     | Amount   |
|------|----------|----------|----------|
| Tow  | 1        | \$444.45 | \$444.45 |

Subtotal: \$444.45

Total: \$444.45



Kia Motors America, Inc.

Consumer Affairs

PO Box [REDACTED]

Irvine, CA [REDACTED]

*Sent via email to:* [REDACTED]

February 19, 2019

[REDACTED]

[REDACTED]

[REDACTED]

Sherman Oaks, CA [REDACTED]

**Re: Message or Request ID:** [REDACTED]

**Last Name:** [REDACTED]

**Email:** [REDACTED]

**2016 Kia Optima**

**VIN: 5XXGV4L25G** [REDACTED]

Dear [REDACTED],

Thank you for contacting the Kia Motors America Consumer Assistance Center. Our records indicate that you contacted us on **February 13, 2019** requesting assistance in regard to your Kia vehicle referenced above.

In order to evaluate your request, we need specific information regarding your purchase/lease of the vehicle and its service history. To assist us in this regard, please be so kind as to provide legible copies of the following documents:

1. Copies of any and all service records from any Kia dealership
2. Copies of your maintenance records for the vehicle
3. Copies of any repair or service records from independent service facilities
4. Copy of your Sales/Lease contract
5. Copy of your current vehicle Registration
6. Completed Kia Consumer Affairs Information Request Form (enclosed)

Please submit the documents directly to our Kia Consumer Assistance Center, online by visiting <https://ksupport.kiausa.com/ConsumerAffairs> and, select the option to "Add Note or Attachment to Existing Case." Alternatively, you may forward your documents via email or fax. Upon receipt of the necessary information, you will be contacted directly by a Kia Motors America representative to discuss your request.

We at Kia Motors America, Inc. value your input as a consumer and wish to thank you in advance for your courtesy and cooperation and, for allowing us the opportunity to be of assistance.

Sincerely,

Lael Clark

Kia Consumer Assistance Center

Kia Motors America, Inc.

Phone: [REDACTED]

Fax: [REDACTED]

Email: [REDACTED]@[kiaconsumeraffairs.com](mailto:[REDACTED]@kiaconsumeraffairs.com)



## Kia Consumer Affairs Information Request Form

### Customer Information:

Vehicle Owner: \_\_\_\_\_

Vehicle Co-Owner (if applicable): \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
Street Address

\_\_\_\_\_  
City, State Zip

Telephone: ( ) - Telephone (Alt.): ( ) -

Fax: ( ) - Email: \_\_\_\_\_

### Vehicle Information:

Model Year: \_\_\_\_\_ Model: \_\_\_\_\_ Current Mileage: \_\_\_\_\_

Selling Dealership, City, State: \_\_\_\_\_

Servicing Kia Dealership(s):

Dealer 1: \_\_\_\_\_

Dealer 2: \_\_\_\_\_

Dealer 3: \_\_\_\_\_

☐ I/We serviced our Kia vehicle at more than 3 separate dealerships

Vehicle Purchased as ☐ New ☐ Used ☐ Demo ☐ Leased ☐ Kia Certified Pre-Owned

Purchase/Lease Date: \_\_\_\_\_ Mileage at Purchase (if used): \_\_\_\_\_

First Repair Attempt Date: \_\_\_\_\_ First Repair Attempt Mileage: \_\_\_\_\_

The Vehicle has been in an accident/has had body damage: ☐ Yes ☐ No

Date of accident/damage: \_\_\_\_\_

Description of Damage: \_\_\_\_\_

**Vehicle Concerns (Please list primary concerns first):**

| Description of Concern | Servicing Dealership(s) | Number of service visit(s) for this concern | Date(s) of service visit(s) | Mileage at service visit(s) | Number of days out of service |
|------------------------|-------------------------|---------------------------------------------|-----------------------------|-----------------------------|-------------------------------|
| (1)                    |                         |                                             |                             |                             |                               |
| (2)                    |                         |                                             |                             |                             |                               |
| (3)                    |                         |                                             |                             |                             |                               |
| (4)                    |                         |                                             |                             |                             |                               |
| (5)                    |                         |                                             |                             |                             |                               |
| (6)                    |                         |                                             |                             |                             |                               |
| (7)                    |                         |                                             |                             |                             |                               |
| (8)                    |                         |                                             |                             |                             |                               |
| (9)                    |                         |                                             |                             |                             |                               |
| (10)                   |                         |                                             |                             |                             |                               |
| (11)                   |                         |                                             |                             |                             |                               |
| (12)                   |                         |                                             |                             |                             |                               |
| (13)                   |                         |                                             |                             |                             |                               |
| (14)                   |                         |                                             |                             |                             |                               |
| (15)                   |                         |                                             |                             |                             |                               |



Kia Motors America, Inc.

Consumer Affairs

PO Box [REDACTED]

Irvine, CA [REDACTED]

Sent via email to: [REDACTED]

February 19, 2019

[REDACTED]

[REDACTED]

[REDACTED]

Sherman Oaks, CA [REDACTED]

Re: Message or Request ID: [REDACTED]

Last Name: [REDACTED]

Email [REDACTED]

2016 Kia Optima

VIN: 5XXGV4L25G [REDACTED]

Dear [REDACTED]

Thank you for contacting the Kia Motors America Consumer Assistance Center. Our records indicate that you contacted us on **February 13, 2019** requesting assistance in regard to your Kia vehicle referenced above.

In order to evaluate your request, we need specific information regarding your purchase/lease of the vehicle and its service history. To assist us in this regard, please be so kind as to provide legible copies of the following documents:

1. Copies of any and all service records from any Kia dealership
2. Copies of your maintenance records for the vehicle
3. Copies of any repair or service records from independent service facilities
4. Copy of your Sales/Lease contract
5. Copy of your current vehicle Registration
6. Completed Kia Consumer Affairs Information Request Form (enclosed)

Please submit the documents directly to our Kia Consumer Assistance Center, online by visiting <https://ksupport.kiausa.com/ConsumerAffairs> and, select the option to "Add Note or Attachment to Existing Case." Alternatively, you may forward your documents via email or fax. Upon receipt of the necessary information, you will be contacted directly by a Kia Motors America representative to discuss your request.

We at Kia Motors America, Inc. value your input as a consumer and wish to thank you in advance for your courtesy and cooperation and, for allowing us the opportunity to be of assistance.

Sincerely,

Lael Clark

Kia Consumer Assistance Center

Kia Motors America, Inc.

Phone: [REDACTED]

Fax: 1 [REDACTED]

Email: [REDACTED] [kiaconsumeraffairs.com](mailto:[REDACTED]@kiaconsumeraffairs.com)



## Kia Consumer Affairs Information Request Form

### Customer Information:

Vehicle Owner: \_\_\_\_\_

Vehicle Co-Owner (if applicable): \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
Street Address

\_\_\_\_\_  
City, State Zip

Telephone: ( ) - Telephone (Alt.): ( ) -

Fax: ( ) - Email: \_\_\_\_\_

### Vehicle Information:

Model Year: \_\_\_\_\_ Model: \_\_\_\_\_ Current Mileage: \_\_\_\_\_

Selling Dealership, City, State: \_\_\_\_\_

Servicing Kia Dealership(s):

Dealer 1: \_\_\_\_\_

Dealer 2: \_\_\_\_\_

Dealer 3: \_\_\_\_\_

☐ I/We serviced our Kia vehicle at more than 3 separate dealerships

Vehicle Purchased as ☐ New ☐ Used ☐ Demo ☐ Leased ☐ Kia Certified Pre-Owned

Purchase/Lease Date: \_\_\_\_\_ Mileage at Purchase (if used): \_\_\_\_\_

First Repair Attempt Date: \_\_\_\_\_ First Repair Attempt Mileage: \_\_\_\_\_

The Vehicle has been in an accident/has had body damage: ☐ Yes ☐ No

Date of accident/damage: \_\_\_\_\_

Description of Damage: \_\_\_\_\_

**Vehicle Concerns (Please list primary concerns first):**

| <b>Description of Concern</b> | <b>Servicing Dealership(s)</b> | <b>Number of service visit(s) for this concern</b> | <b>Date(s) of service visit(s)</b> | <b>Mileage at service visit(s)</b> | <b>Number of days out of service</b> |
|-------------------------------|--------------------------------|----------------------------------------------------|------------------------------------|------------------------------------|--------------------------------------|
| (1)                           |                                |                                                    |                                    |                                    |                                      |
| (2)                           |                                |                                                    |                                    |                                    |                                      |
| (3)                           |                                |                                                    |                                    |                                    |                                      |
| (4)                           |                                |                                                    |                                    |                                    |                                      |
| (5)                           |                                |                                                    |                                    |                                    |                                      |
| (6)                           |                                |                                                    |                                    |                                    |                                      |
| (7)                           |                                |                                                    |                                    |                                    |                                      |
| (8)                           |                                |                                                    |                                    |                                    |                                      |
| (9)                           |                                |                                                    |                                    |                                    |                                      |
| (10)                          |                                |                                                    |                                    |                                    |                                      |
| (11)                          |                                |                                                    |                                    |                                    |                                      |
| (12)                          |                                |                                                    |                                    |                                    |                                      |
| (13)                          |                                |                                                    |                                    |                                    |                                      |
| (14)                          |                                |                                                    |                                    |                                    |                                      |
| (15)                          |                                |                                                    |                                    |                                    |                                      |



### ***Authorization To Release Loan/Lease Information***

I hereby authorize my lienholder (lender), to release to Kia Motors America, Inc., or its representative, any requested information regarding my vehicle loan/lease including, but not limited to, the loan/lease payoff, interest information and the payment history.

Customer's Name: \_\_\_\_\_

Customer's Name: \_\_\_\_\_

Lender's Name: \_\_\_\_\_

Lender's Phone #: \_\_\_\_\_

Account #: \_\_\_\_\_

Last 4 of SSN: \_\_\_\_\_

Date: \_\_\_\_\_ Customer's Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Customer's Signature: \_\_\_\_\_

**Return to: Victoria H.**

**Fax #:** XXXXXXXXXX



## Haisley, Victoria [KMA]

**From:** ATLSOC [HCA]  
**Sent:** Thursday, May 30, 2019 6:16 AM  
**To:** Haisley, Victoria [KMA]  
**Cc:** Russell, Monique [HCA]  
**Subject:** RE: Payment History and Payoff Quote - Jahruha Wilson - VIN: 5XXGV4L28[REDACTED] - 2016 Optima SX

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

### Calculated Buyout Quote

Buyout Quote: 20,854.66

Sales Tax: 0.00

Good Through Date: 6/18/2019

The payoff amount being quoted assumes that all payments posted to the account are made with good funds, are valid, and are not applied to the account in error. Account balances may not include amounts owed for expenses incurred but not yet billed to the account. All amounts due and owing must be paid in full before the title is released. Any automatic payments that may have been set up must be cancelled by the customer. A completed odometer statement must be turned in before the title is released.

Lease [REDACTED] 16 Kia Optima 4dr Sdn Sxl Turbo  
Lessee [REDACTED]

SELECTED Lease: [REDACTED]

| <u>Invoice#</u> | <u>Payment</u> | <u>Check</u>  | <u>Transaction</u> |             |                  |             |             |                  |               |               |  |  |
|-----------------|----------------|---------------|--------------------|-------------|------------------|-------------|-------------|------------------|---------------|---------------|--|--|
| <u>Credit</u>   | <u>Due</u>     | <u>Number</u> | <u>Date</u>        | <u>Time</u> | <u>Eff. Date</u> | <u>Opr.</u> | <u>Bank</u> | <u>Type</u>      | <u>Amount</u> | <u>Reason</u> |  |  |
| <u>Memo</u>     | <u>Date</u>    |               |                    |             |                  |             |             |                  |               |               |  |  |
| [REDACTED]      | 5/18/19        | [REDACTED]    | 5/18/19            | 8:16pm      | 5/18/19          | EOP         | 142         | *PAYMENT USE TAX | 36.51         |               |  |  |
| [REDACTED]      | 5/18/19        | [REDACTED]    | 5/18/19            | 8:16pm      | 5/18/19          | EOP         | 142         | *PAYMENT NORMAL  | 384.29        |               |  |  |
| [REDACTED]      | 4/18/19        | [REDACTED]    | 4/17/19            | 7:06pm      | 4/17/19          | EOP         | 142         | *PAYMENT USE TAX | 36.51         |               |  |  |
| [REDACTED]      | 4/18/19        | [REDACTED]    | 4/17/19            | 7:06pm      | 4/17/19          | EOP         | 142         | *PAYMENT NORMAL  | 384.29        |               |  |  |
| [REDACTED]      | 3/18/19        | [REDACTED]    | 3/18/19            | 7:12pm      | 3/18/19          | EOP         | 142         | *PAYMENT USE TAX | 36.51         |               |  |  |
| [REDACTED]      | 3/18/19        | [REDACTED]    | 3/18/19            | 7:12pm      | 3/18/19          | EOP         | 142         | *PAYMENT NORMAL  | 384.29        |               |  |  |
| [REDACTED]      | 2/18/19        | [REDACTED]    | 2/18/19            | 6:58pm      | 2/18/19          | EOP         | 142         | *PAYMENT USE TAX | 36.51         |               |  |  |
| [REDACTED]      | 2/18/19        | [REDACTED]    | 2/18/19            | 6:58pm      | 2/18/19          | EOP         | 142         | *PAYMENT NORMAL  | 384.29        |               |  |  |
| [REDACTED]      | 1/18/19        | [REDACTED]    | 1/19/19            | 7:01pm      | 1/19/19          | EOP         | 142         | *PAYMENT USE TAX | 36.51         |               |  |  |
| [REDACTED]      | 1/18/19        | [REDACTED]    | 1/19/19            | 7:01pm      | 1/19/19          | EOP         | 142         | *PAYMENT NORMAL  | 384.29        |               |  |  |
| [REDACTED]      | 12/18/18       | [REDACTED]    | 12/19/18           | 7:05pm      | 12/19/18         | EOP         | 142         | *PAYMENT USE TAX | 36.51         |               |  |  |
| [REDACTED]      | 12/18/18       | [REDACTED]    | 12/19/18           | 7:05pm      | 12/19/18         | EOP         | 142         | *PAYMENT NORMAL  | 384.29        |               |  |  |
| [REDACTED]      | 11/18/18       | [REDACTED]    | 11/22/18           | 6:54pm      | 11/22/18         | EOP         | 142         | *PAYMENT USE TAX | 36.51         |               |  |  |
| [REDACTED]      | 11/18/18       | [REDACTED]    | 11/22/18           | 6:54pm      | 11/22/18         | EOP         | 142         | *PAYMENT NORMAL  | 384.29        |               |  |  |
| [REDACTED]      | 10/18/18       | [REDACTED]    | 10/19/18           | 7:19pm      | 10/19/18         | EOP         | 142         | *PAYMENT USE TAX | 36.51         |               |  |  |

|  |          |  |          |         |          |     |     |                      |        |
|--|----------|--|----------|---------|----------|-----|-----|----------------------|--------|
|  | 10/18/18 |  | 10/19/18 | 7:19pm  | 10/19/18 | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 9/18/18  |  | 9/18/18  | 7:07pm  | 9/18/18  | EOP | 142 | *PAYMENT USE TAX     | 36.51  |
|  | 9/18/18  |  | 9/18/18  | 7:07pm  | 9/18/18  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 8/18/18  |  | 8/22/18  | 7:05pm  | 8/22/18  | EOP | 142 | *PAYMENT USE TAX     | 36.51  |
|  | 8/18/18  |  | 8/22/18  | 7:05pm  | 8/22/18  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 7/18/18  |  | 7/20/18  | 7:23pm  | 7/20/18  | EOP | 142 | *PAYMENT USE TAX     | 36.51  |
|  | 7/18/18  |  | 7/20/18  | 7:23pm  | 7/20/18  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 6/18/18  |  | 6/21/18  | 7:04pm  | 6/21/18  | EOP | 142 | *PAYMENT USE TAX     | 36.51  |
|  | 6/18/18  |  | 6/21/18  | 7:04pm  | 6/21/18  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 5/18/18  |  | 5/18/18  | 7:14pm  | 5/18/18  | EOP | 142 | *PAYMENT USE TAX     | 36.51  |
|  | 5/18/18  |  | 5/18/18  | 7:14pm  | 5/18/18  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 4/18/18  |  | 4/23/18  | 6:54pm  | 4/23/18  | EOP | 142 | *PAYMENT USE TAX     | 36.51  |
|  | 4/18/18  |  | 4/23/18  | 6:53pm  | 4/23/18  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 3/18/18  |  | 3/18/18  | 6:46pm  | 3/18/18  | EOP | 142 | *PAYMENT USE TAX     | 36.51  |
|  | 3/18/18  |  | 3/18/18  | 6:46pm  | 3/18/18  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 2/18/18  |  | 2/20/18  | 6:55pm  | 2/20/18  | EOP | 142 | *PAYMENT USE TAX     | 36.51  |
|  | 2/18/18  |  | 2/20/18  | 6:55pm  | 2/20/18  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 1/18/18  |  | 1/13/18  | 6:45pm  | 1/13/18  | EOP | 142 | *PAYMENT USE TAX     | 36.51  |
|  | 1/18/18  |  | 1/13/18  | 6:45pm  | 1/13/18  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 12/18/17 |  | 12/16/17 | 6:58pm  | 12/16/17 | EOP | 142 | *PAYMENT USE TAX     | 36.51  |
|  | 12/18/17 |  | 12/16/17 | 6:58pm  | 12/16/17 | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 11/18/17 |  | 11/16/17 | 8:11pm  | 11/16/17 | EOP | 142 | *PAYMENT USE TAX     | 36.51  |
|  | 11/18/17 |  | 11/16/17 | 8:11pm  | 11/16/17 | EOP | 133 | *PAYMENT NORMAL      | 384.29 |
|  | 10/18/17 |  | 10/19/17 | 7:01pm  | 10/19/17 | EOP | 133 | *PAYMENT USE TAX     | 35.55  |
|  | 10/18/17 |  | 10/19/17 | 7:01pm  | 10/19/17 | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 9/18/17  |  | 9/16/17  | 7:07pm  | 9/16/17  | EOP | 142 | *PAYMENT USE TAX     | 35.55  |
|  | 9/18/17  |  | 9/16/17  | 7:07pm  | 9/16/17  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 8/18/17  |  | 8/22/17  | 10:14pm | 8/22/17  | EOP | 142 | *PAYMENT USE TAX     | 35.55  |
|  | 8/18/17  |  | 8/22/17  | 10:14pm | 8/22/17  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 7/18/17  |  | 7/11/17  | 7:11pm  | 7/11/17  | EOP | 142 | *PAYMENT USE TAX     | 33.63  |
|  | 7/18/17  |  | 7/11/17  | 7:11pm  | 7/11/17  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 6/18/17  |  | 6/18/17  | 6:55pm  | 6/18/17  | EOP | 142 | *PAYMENT USE TAX     | 33.63  |
|  | 6/18/17  |  | 6/18/17  | 6:55pm  | 6/18/17  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 5/18/17  |  | 5/21/17  | 7:00pm  | 5/21/17  | EOP | 142 | *PAYMENT USE TAX     | 33.63  |
|  | 5/18/17  |  | 5/21/17  | 7:00pm  | 5/21/17  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 4/18/17  |  | 4/20/17  | 7:27pm  | 4/20/17  | EOP | 142 | *PAYMENT USE TAX     | 33.63  |
|  | 4/18/17  |  | 4/20/17  | 7:27pm  | 4/20/17  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 3/18/17  |  | 3/18/17  | 7:04pm  | 3/18/17  | EOP | 142 | *PAYMENT USE TAX     | 33.63  |
|  | 3/18/17  |  | 3/18/17  | 7:04pm  | 3/18/17  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 2/18/17  |  | 2/17/17  | 7:11pm  | 2/17/17  | EOP | 142 | *PAYMENT USE TAX     | 33.63  |
|  | 2/18/17  |  | 2/17/17  | 7:11pm  | 2/17/17  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 1/18/17  |  | 1/17/17  | 6:54pm  | 1/17/17  | EOP | 142 | *PAYMENT USE TAX     | 34.59  |
|  | 1/18/17  |  | 1/17/17  | 6:54pm  | 1/17/17  | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 12/18/16 |  | 12/16/16 | 7:06pm  | 12/16/16 | EOP | 142 | *PAYMENT USE TAX     | 34.59  |
|  | 12/18/16 |  | 12/16/16 | 7:06pm  | 12/16/16 | EOP | 142 | *PAYMENT NORMAL      | 384.29 |
|  | 11/18/16 |  | 11/21/16 | 6:53pm  | 11/21/16 | EOP | 142 | *PAYMENT USE TAX     | 34.59  |
|  | 11/18/16 |  | 11/21/16 | 6:53pm  | 11/21/16 | EOP | 125 | *PAYMENT NORMAL      | 384.29 |
|  | 10/18/16 |  | 10/25/16 | 5:48am  | 10/18/16 | HRM | 125 | NON-CUSTOMER FUNDING | 595.00 |
|  | 10/18/16 |  | 10/25/16 | 5:48am  | 10/18/16 | HRM | 125 | PAYMENT USE TAX      | 34.59  |
|  | 10/18/16 |  | 10/25/16 | 5:48am  | 10/18/16 | HRM | 125 | PAYMENT NORMAL       | 384.29 |

Summary of Money Received

| <u>Category</u>         | <u>Amount</u> |
|-------------------------|---------------|
| Lease Payment           | 12,297.28     |
| Property Tax            | 0.00          |
| Sales/Use Tax           | 1,140.48      |
| Late Charges            | 0.00          |
| Misc. Charges           | 595.00        |
| Capital Reduction       | 0.00          |
| Federal Highway Use Tax | 0.00          |



Tanisha Adams

Servicing Support | Analyst I

Atlanta Ga

T E @hcs.com

**From:** Haisley, Victoria [KMA]

**Sent:** Wednesday, May 29, 2019 9:43 AM

**To:** ATLSOC [HCA]

**Subject:** Payment History and Payoff Quote - - VIN: 5XXGV4L28G - 2016 Optima SX

Hello,

Can you please provide an updated payment history and payoff quote for the account referenced above?

Thank you,



**Service**  
Promise to Care

Victoria Haisley Consumer Affairs Analyst

**Kia Motors America, Inc.**

. Irvine, CA

T F E [kiausa.com](http://kiausa.com)



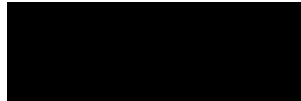
PE19-004

KIA

DEFECT D

CA FILES

OPTIMA



GA [REDACTED]

## CRAWFORD COUNTY SHERIFF'S OFFICE INCIDENT REPORT

Case # [REDACTED]

Public Copy

| EVENT                                                                                                                 | VICTIM | OFFENDER | VEHICLE | WITNESS | PROPERTY | ADM | CLEAR | DRUG |
|-----------------------------------------------------------------------------------------------------------------------|--------|----------|---------|---------|----------|-----|-------|------|
| INCIDENT TYPE<br>VEHICLE FIRE                                                                                         |        |          |         |         |          |     |       |      |
| COUNTS INCIDENT CODE<br>1 [REDACTED]                                                                                  |        |          |         |         |          |     |       |      |
| PREMISE TYPE<br>8 ALL OTHER                                                                                           |        |          |         |         |          |     |       |      |
| INCIDENT LOCATION<br>FORT VALLEY, GA [REDACTED]                                                                       |        |          |         |         |          |     |       |      |
| LOCATION NAME<br>[REDACTED]                                                                                           |        |          |         |         |          |     |       |      |
| LOG CODE<br>B ZONE                                                                                                    |        |          |         |         |          |     |       |      |
| WEAPON TYPE<br>[REDACTED]                                                                                             |        |          |         |         |          |     |       |      |
| INCIDENT DATE<br>10/17/2018                                                                                           |        |          |         |         |          |     |       |      |
| INCIDENT TIME<br>03:00                                                                                                |        |          |         |         |          |     |       |      |
| DATE<br>10/17/2018                                                                                                    |        |          |         |         |          |     |       |      |
| TIME<br>04:51                                                                                                         |        |          |         |         |          |     |       |      |
| STRANGER TO STRANGER<br>YES [ ] NO [X] UNK [ ]                                                                        |        |          |         |         |          |     |       |      |
| COMPLAINANT<br>[REDACTED]                                                                                             |        |          |         |         |          |     |       |      |
| ADDRESS<br>MACON, GA [REDACTED]                                                                                       |        |          |         |         |          |     |       |      |
| PHONE NUMBER<br>[REDACTED]                                                                                            |        |          |         |         |          |     |       |      |
| RACE<br>W                                                                                                             |        |          |         |         |          |     |       |      |
| SEX<br>M                                                                                                              |        |          |         |         |          |     |       |      |
| AGE<br>20                                                                                                             |        |          |         |         |          |     |       |      |
| RESIDENCE PHONE<br>[REDACTED]                                                                                         |        |          |         |         |          |     |       |      |
| BUSINESS PHONE<br>[REDACTED]                                                                                          |        |          |         |         |          |     |       |      |
| ADDRESS<br>MACON, GA [REDACTED]                                                                                       |        |          |         |         |          |     |       |      |
| CENSUS TRACT<br>[REDACTED]                                                                                            |        |          |         |         |          |     |       |      |
| EMPLOYER OR OCCUPATION<br>[REDACTED]                                                                                  |        |          |         |         |          |     |       |      |
| STUDENT ?<br>YES [ ] NO [X] IF YES, NAME VICTIM'S SCHOOL [REDACTED]                                                   |        |          |         |         |          |     |       |      |
| NAME<br>[REDACTED]                                                                                                    |        |          |         |         |          |     |       |      |
| RACE<br>[REDACTED]                                                                                                    |        |          |         |         |          |     |       |      |
| SEX<br>[REDACTED]                                                                                                     |        |          |         |         |          |     |       |      |
| DATE OF BIRTH<br>[REDACTED]                                                                                           |        |          |         |         |          |     |       |      |
| AGE<br>[REDACTED]                                                                                                     |        |          |         |         |          |     |       |      |
| ADDRESS<br>[REDACTED]                                                                                                 |        |          |         |         |          |     |       |      |
| CENSUS TRACT<br>[REDACTED]                                                                                            |        |          |         |         |          |     |       |      |
| HEIGHT<br>[REDACTED]                                                                                                  |        |          |         |         |          |     |       |      |
| WEIGHT<br>[REDACTED]                                                                                                  |        |          |         |         |          |     |       |      |
| HAIR<br>[REDACTED]                                                                                                    |        |          |         |         |          |     |       |      |
| EYES<br>[REDACTED]                                                                                                    |        |          |         |         |          |     |       |      |
| CHARGES<br>[REDACTED]                                                                                                 |        |          |         |         |          |     |       |      |
| COUNTS<br>[REDACTED]                                                                                                  |        |          |         |         |          |     |       |      |
| OFFENSE CODE<br>[REDACTED]                                                                                            |        |          |         |         |          |     |       |      |
| OFFENSE / ARREST<br>[REDACTED]                                                                                        |        |          |         |         |          |     |       |      |
| JURISDICTION<br>CI = CITY<br>CO = COUNTY<br>ST = STATE<br>OU = OUT OF STATE<br>UN = UNKNOWN                           |        |          |         |         |          |     |       |      |
| TOTAL NUMBER ARRESTED<br>0                                                                                            |        |          |         |         |          |     |       |      |
| ARREST AT OR NEAR OFFENSE SCENE<br>YES [ ] NO [ ] UNK [ ]                                                             |        |          |         |         |          |     |       |      |
| DATE OF OFFENSE<br>[REDACTED]                                                                                         |        |          |         |         |          |     |       |      |
| TAG NUMBER<br>[REDACTED]                                                                                              |        |          |         |         |          |     |       |      |
| STATE<br>[REDACTED]                                                                                                   |        |          |         |         |          |     |       |      |
| YEAR<br>[REDACTED]                                                                                                    |        |          |         |         |          |     |       |      |
| V.I.N.<br>[REDACTED]                                                                                                  |        |          |         |         |          |     |       |      |
| PLATE ONLY<br>[REDACTED]                                                                                              |        |          |         |         |          |     |       |      |
| VIN PLATE ONLY<br>[REDACTED]                                                                                          |        |          |         |         |          |     |       |      |
| YEAR<br>[REDACTED]                                                                                                    |        |          |         |         |          |     |       |      |
| MAKE<br>[REDACTED]                                                                                                    |        |          |         |         |          |     |       |      |
| MODEL<br>[REDACTED]                                                                                                   |        |          |         |         |          |     |       |      |
| STYLE<br>[REDACTED]                                                                                                   |        |          |         |         |          |     |       |      |
| COLOR<br>[REDACTED]                                                                                                   |        |          |         |         |          |     |       |      |
| MOTOR SIZE (CID)<br>[REDACTED]                                                                                        |        |          |         |         |          |     |       |      |
| AUTO<br>[REDACTED]                                                                                                    |        |          |         |         |          |     |       |      |
| MAN.<br>[REDACTED]                                                                                                    |        |          |         |         |          |     |       |      |
| SPD<br>[REDACTED]                                                                                                     |        |          |         |         |          |     |       |      |
| INSURED BY<br>[REDACTED]                                                                                              |        |          |         |         |          |     |       |      |
| NAMES<br>[REDACTED]                                                                                                   |        |          |         |         |          |     |       |      |
| ADDRESS<br>[REDACTED]                                                                                                 |        |          |         |         |          |     |       |      |
| PHONE NUMBER<br>[REDACTED]                                                                                            |        |          |         |         |          |     |       |      |
| VEHICLES<br>STOLEN [ ] RECOVERED [ ]                                                                                  |        |          |         |         |          |     |       |      |
| CURRENCY, NOTES, ETC.<br>[REDACTED]                                                                                   |        |          |         |         |          |     |       |      |
| JEWELRY, PREC. METALS<br>[REDACTED]                                                                                   |        |          |         |         |          |     |       |      |
| FURS<br>[REDACTED]                                                                                                    |        |          |         |         |          |     |       |      |
| PROPERTY RECOVERY INFO ONLY<br>THEFT/RECOVERY [ ] [ ]                                                                 |        |          |         |         |          |     |       |      |
| DATE OF THEFT<br>[REDACTED]                                                                                           |        |          |         |         |          |     |       |      |
| JURIS. CODES<br>1 = CITY<br>2 = COUNTY<br>3 = STATE<br>4 = OUT OF STATE<br>5 = UNKNOWN                                |        |          |         |         |          |     |       |      |
| CLOTHING<br>STOLEN [ ] RECOVERED [ ]                                                                                  |        |          |         |         |          |     |       |      |
| OFFICE EQUIP.<br>[REDACTED]                                                                                           |        |          |         |         |          |     |       |      |
| TV, RADIO, ETC.<br>[REDACTED]                                                                                         |        |          |         |         |          |     |       |      |
| HOUSEHOLD GOODS<br>[REDACTED]                                                                                         |        |          |         |         |          |     |       |      |
| FIREARMS<br>STOLEN [ ] RECOVERED [ ]                                                                                  |        |          |         |         |          |     |       |      |
| CONSUMABLE GOODS<br>[REDACTED]                                                                                        |        |          |         |         |          |     |       |      |
| LIVESTOCK<br>[REDACTED]                                                                                               |        |          |         |         |          |     |       |      |
| OTHER<br>[REDACTED]                                                                                                   |        |          |         |         |          |     |       |      |
| TOTAL<br>[REDACTED]                                                                                                   |        |          |         |         |          |     |       |      |
| GCIC ENTRY [ ] WARRANT [ ] MISSING PERSONS [ ] VEHICLE [ ] ARTICLE [ ] BOAT [ ] GUN [ ] SECURITIES [ ]                |        |          |         |         |          |     |       |      |
| VICTIM WILL PROSECUTE [ ] UNIF. FOLLOW UP [ ] PHOTO TAKEN? [ ] VIDEO/AUDIO [ ] CID NOTIFIED? [ ] FORWARDED TO CID [ ] |        |          |         |         |          |     |       |      |
| REQUIRED DATA FIELDS FOR CLEARANCE REPORT [ ] CLEARED BY ARREST [ ] EXCEPTIONALLY CLEARED [X] UNFOUNDED [ ]           |        |          |         |         |          |     |       |      |
| REPORT DATE<br>10/17/2018                                                                                             |        |          |         |         |          |     |       |      |
| DATE OF CLEARANCE<br>10/17/2018                                                                                       |        |          |         |         |          |     |       |      |
| ADULT [X] JUVENILE [ ]                                                                                                |        |          |         |         |          |     |       |      |
| CASE [ ] ACTIVE [ ] INACTIVE [ ]                                                                                      |        |          |         |         |          |     |       |      |
| DID INVESTIGATION INDICATE THAT THIS INCIDENT WAS DRUG RELATED? YES [ ] NO [X]                                        |        |          |         |         |          |     |       |      |
| IF YES, INDICATE THE TYPE OF DRUG(S) USED BY OFFENDER                                                                 |        |          |         |         |          |     |       |      |
| 1-AMPHETAMINE [ ] 2-BARBITURATE [ ] 3-COCAINE [ ] 4-HALLUCINOGEN [ ] 5-HEROIN [ ]                                     |        |          |         |         |          |     |       |      |
| 6-MARIJUANA [ ] 7-METHAMPHETAMINE [ ] 8-OPIMUM [ ] 9-SYNTHETIC NARCOTIC [ ] U-UNKNOWN [ ]                             |        |          |         |         |          |     |       |      |

NARRATIVE

On 10-17-2018, I was dispatched to the boat ramp on Highway 96 in reference to a vehicle fire.

Lt. Wilder and myself arrived on scene together. Upon my arrival, I observed a small vehicle that was fully engulfed in fire. While waiting for the fire department to arrive, I spoke to the owner of the vehicle [REDACTED] said he and his girlfriend [REDACTED], had parked a ways from the boat ramp and waited for his friend [REDACTED] and his girlfriend, [REDACTED] to arrive with the boat [REDACTED] said he and [REDACTED] walked in the dark to the boat ramp, its about 75 yards. There were no other vehicles at the boat ramp. I asked [REDACTED] why did they walk so far in the complete darkness and [REDACTED] said he didn't know where the boat ramp was located.

[REDACTED] said while they were all at the boat ramp, [REDACTED] said she had to go to the car for a napkin so that she could to pee. [REDACTED] said they had arrived at the boat ramp at about 0214 hours, he had a picture with a time stamped on it. [REDACTED] said the vin to the vehicle is: SXXGU4L3X [REDACTED]

I then spoke to [REDACTED] and she said she went to the car to get a napkin and found the car on fire. [REDACTED] said she then called 911 for help. [REDACTED] said she did not know how the fire started.

I spoke to [REDACTED] and he said that he and his girlfriend, [REDACTED] and [REDACTED] were at the boat ramp fishing. A short time later [REDACTED] said she was going to the car to get a napkin so that she could go pee. [REDACTED] said as soon as [REDACTED] got up the hill she started yelling that the car was on fire. [REDACTED] said he and [REDACTED] and [REDACTED] went up the hill and saw the car burning.

I also spoke to [REDACTED] and she said she thinks they arrived at the boat ramp between 0100 hours and 0130 hours this date. [REDACTED] said she doesn't know what happened. [REDACTED] said she remembers [REDACTED] telling the car was on fire.

Crawford County Volunteer Fire Department and Taylor County Fire Department arrived on scene and extinguished the fire. Reynolds Police Department and Taylor County Sheriff's Office arrived on scene.

Lt. Wilder called dispatch to have the next list wrecker en route. Dispatched advised Tri-Sport Towing was en route. A hold was placed on the vehicle due not able to identify the vehicle at time of incident, the tag plate and vin plate had been completely burned off.

Tri-Sport Towing arrived on scene and took custody of the vehicle. I then went back into service.

| REPORTING OFFICER     | NUMBER     | APPROVING OFFICER  | NUMBER     | ASSIGNED INVESTIGATOR | NUMBER |
|-----------------------|------------|--------------------|------------|-----------------------|--------|
| HILL, DELANE MICHELLE | [REDACTED] | GILLISPIE, CHRIS B | [REDACTED] |                       |        |



Irvine, CA

**CARFAX**<sup>®</sup> Vehicle History Report<sup>™</sup>  
An independent company established in 1986

US \$39.99

**Vehicle Information:**  
**2018 KIA OPTIMA EX**  
VIN: 5XXGU4L3X[REDACTED]  
SEDAN 4 DR  
2.4L I4 F DOHC 24V  
GASOLINE  
FRONT WHEEL DRIVE  
[Standard Equipment](#) | [Safety Options](#)  
[Original Window Sticker](#)

**CARFAX Report Provided By:**  
Kia Motors America  
[REDACTED]  
Irvine, CA [REDACTED]

**Branded Title: Junk**

**CARFAX 1-Owner vehicle**

**4 Service history records**

**Personal vehicle**

**Last owned in Georgia**

**12 Last reported odometer reading**



This CARFAX Vehicle History Report is based only on [information](#) supplied to CARFAX and available as of 1/25/19 at 1:27:44 PM (CST). 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.

|  <b>Ownership History</b> |          |
|--------------------------------------------------------------------------------------------------------------|----------|
| The number of owners is estimated                                                                            |          |
| Year purchased                                                                                               | 2018     |
| Type of owner                                                                                                | Personal |
| Estimated length of ownership                                                                                | 5 months |
| Owned in the following states/provinces                                                                      | Georgia  |
| Estimated miles driven per year                                                                              | —        |
| Last reported odometer reading                                                                               | 12       |

|  <b>Title History</b>                                                               |                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| CARFAX guarantees the information in this section                                                                                                                      |                                                                                                                    |
| <a href="#">Salvage</a>   <a href="#">Junk</a>   <a href="#">Rebuilt</a>   <a href="#">Fire</a>   <a href="#">Flood</a>   <a href="#">Hail</a>   <a href="#">Lemon</a> |  <b>Alert!</b><br>Problem Found |
| <a href="#">Not Actual Mileage</a>   <a href="#">Exceeds Mechanical Limits</a>                                                                                         | No Problem                                                                                                         |
| <b>Alert!</b> Severe problems were reported by a state Department of Motor Vehicles (DMV). This vehicle does not qualify for the CARFAX Buyback Guarantee.             |                                                                                                                    |

|  <b>Additional History</b> |                                                                                                          |
|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| Not all accidents / issues are reported to CARFAX                                                             |                                                                                                          |
| <a href="#">Total Loss</a>                                                                                    |  No Issues Reported |



|                                                                      |                                                                                                         |
|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| No total loss reported to CARFAX.                                    |                                                                                                         |
| <b>Structural Damage</b><br>No structural damage reported to CARFAX. |  No Issues Reported  |
| <b>Airbag Deployment</b><br>No airbag deployment reported to CARFAX. |  No Issues Reported  |
| <b>Odometer Check</b><br>No indication of an odometer rol back.      |  No Issues Indicated |
| <b>Accident / Damage</b><br>DMV title problems reported.             |  Severe Damage       |
| <b>Manufacturer Recall</b><br>No open recalls reported to CARFAX.    |  No Recalls Reported |



## Detailed History

[Glossary](#)

| Owner 1            |                              | Date:        | Mileage: | Source:                                        | Comments:                                                                                                                                       |
|--------------------|------------------------------|--------------|----------|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Purchased:         | 2018                         | Not Reported |          | Kia Motors America, Inc.                       | Vehicle manufactured and shipped to original dealer<br><br><a href="#">Original Window Sticker</a>                                              |
| Type:              | Personal                     |              |          |                                                |                                                                                                                                                 |
| Where:             | Georgia                      | 06/30/2018   | 12       | Hutchinson Kia Macon, GA                       | Pre-delivery inspection completed<br>Accessories installed<br>Nitrogen fill tires<br>Mud flaps/splash guards installed<br>Wheel locks installed |
| Est. length owned: | 7/28/18 - present (5 months) | 07/28/2018   |          | Georgia Motor Vehicle Dept.                    | Vehicle purchase reported<br>Titled or registered as personal vehicle                                                                           |
|                    |                              | 08/10/2018   |          | Georgia Motor Vehicle Dept. Macon, GA<br>Title | Title issued or updated<br>Title or registration issued<br>First owner reported<br>Loan or lien reported<br>Vehicle color noted as Black        |
|                    |                              | 08/11/2018   |          | Hutchinson Kia Macon, GA                       | Pinstripe(s) installed                                                                                                                          |
|                    |                              | 08/30/2018   |          | Hutchinson Kia Macon, GA                       | Vehicle serviced                                                                                                                                |
|                    |                              | 09/21/2018   |          | Hutchinson Kia Macon, GA                       | Maintenance inspection completed<br>Window tint installed<br>Drivability/performance checked                                                    |
|                    |                              | 09/27/2018   |          | Georgia Motor Vehicle Dept. Macon, GA<br>Title | Registration issued or renewed<br>Loan or lien reported<br>Vehicle color noted as Black                                                         |
|                    |                              | 12/21/2018   |          | Georgia Motor Vehicle Dept. Macon, GA<br>Title | Title issued or updated<br>Loan or lien released<br>Vehicle color noted as Black                                                                |
|                    |                              | 01/18/2019   |          | Georgia Motor Vehicle Dept.                    |                                                                                                                                                 |



Macon, GA  
Title

**JUNK TITLE/CERTIFICATE ISSUED**

Loan or lien released  
Vehicle color noted as Black

Have Questions? Consumers, please visit our Help Center at [www.carfax.com](http://www.carfax.com). Dealers or Subscribers, please visit our Help Center at [www.carfaxonline.com](http://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.

**Junk Title**

A Junk Title is issued on a vehicle damaged to the extent that the cost of repairing the vehicle exceeds approximately 75% of its pre-damage value. This damage threshold may vary by state. The majority of states use this title to indicate that a vehicle is not road worthy and cannot be titled again. Some states treat Junk titles the same as Salvage.

**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.

1/25/19 1:27:44 PM (CST)



**PROGRESSIVE**

Payment Address  
Progressive-Subro  
Chicago, IL

Document Address  
P.O. Box  
Los Angeles, CA

Phone  
Fax

December 26, 2018

**RECEIVED**

**JAN 09 2019**

**CONSUMER AFFAIRS**

KIA MOTORS

IRVINE, CA

Type of Loss: Vehicle Fire  
VIN/DOT Number: 5XXGU4L3X  
Year: 2018  
Make: KIA  
Model: OPTIMA  
Your Claim No: N/A  
Our Insured:  
Address:  
Our Claim No:  
Date of Loss: 10-17-18  
Damages: \$ 23,272.67

, MACON, GA

**NOTICE OF SUBROGATION CLAIM**

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of Progressive Premier Insurance Company of IL damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of \$23,272.67 to my attention, payable to "Progressive Premier Insurance Company of IL, as subrogee of", and remit to the following address:

Progressive-Subro  
Chicago, IL

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

Levella Parker  
Progressive Premier Insurance Company of IL  
Subrogation Representative  
Phone:  
Fax:  
[progressive.com](http://progressive.com)  
Enclosure

**PROGRESSIVE**

Payment Address  
Progressive-Subro  
[REDACTED]  
Chicago, IL [REDACTED]

Document Address  
P.O. Box [REDACTED]  
Los Angeles, CA [REDACTED]

Phone [REDACTED]  
Fax [REDACTED]

Subrogation 12-21-18 12:48 PM ET [REDACTED]

Authored By: LEVELLA PARKER

NEW PRODUCT LIABILITY DEMAND REFERRAL

LOSS STATE: GA

VEHICLE ON HOLD: YES - COPART - LOT# [REDACTED]

[REDACTED], LOGANVILLE, GA [REDACTED]

TIRE KEPT: NA

STATUTE: 10-17-22

DAMAGES: \$ 23,272.67

LIAB/FACTS OF LOSS: FIRE

ASSIGNED TO: [REDACTED]

--

EXPERT HIRED: YES, SKINNER AT DONAN, [REDACTED]

EVIDENCE IN OUR FAVOR: INSURED STATEMENT, VEHICLE ON HOLD, PHOTOS

SUMMARY OF EVENTS/LIABILITY DECISION:

OUR INSURED WENT OUT NIGHT FISHING. THEY PARKED THEIR 2018 KIA OPTIMA AT A BOAT RAMP. THE INSURED'S GIRLFRIEND LEFT THE AREA THAT THEY WERE FISHING AT IN ORDER TO GO AND USE THE BATHROOM. THE INSURED HEARD THEIR GIRLFRIEND SCREAM THAT THE CAR WAS ON FIRE. THIS WAS ABOUT 3AM. THE INSURED AND THEIR FRIENDS RAN TOWARDS THE CAR TO SEE IT ENGULFED IN FLAMES.

THEY GOT AWAY FROM THE CAR AND CALLED THE FIRE DEPARTMENT. IT TOOK FIRE & POLICE 35 MINUTES TO ARRIVE.

# Vehicle Valuation Report

Prepared For: Progressive Group of Insurance Companies



## Claim Information

|              |               |                       |                     |
|--------------|---------------|-----------------------|---------------------|
| Claim Number | Policy Number | Loss Type             | Owner               |
|              |               | COMPREHENSIVE         | MACON, GA           |
| Loss Date    | Reported Date | Valuation Report Date | Valuation Report ID |
| 10/17/2018   | 10/17/2018    | 10/18/2018            |                     |
|              |               |                       | Version Number      |
|              |               |                       | 1                   |

## Vehicle Information

|           |         |                                                |               |             |
|-----------|---------|------------------------------------------------|---------------|-------------|
| Year      | Make    | Model                                          | Location      | Mileage     |
| 2018      | Kia     | Optima EX 4 Door Sedan 2.4L 4 Cyl<br>Gas A FWD | GA            | 2,010 miles |
| Ext Color | License | VIN                                            | Title History |             |
|           | Georgia | 5XXGU4L3X                                      | No            |             |

## Valuation Summary

### Loss Vehicle Adjustments

Adjustments specific to your vehicle

|                   |             |
|-------------------|-------------|
| Base Value =      | \$21,579.92 |
| Condition         | \$0.00      |
| Prior Damage      | \$0.00      |
| Aftermarket Parts | \$0.00      |
| Refurbishment     | \$0.00      |

Market Value = \$21,579.92

### Settlement Adjustments

Adjustments specific to your policy

Deductible - \$1,000.00

Settlement Value = \$20,579.92

**Settlement Value:**  
**\$20,579.92**



# Loss Vehicle Detail

Loss vehicle: 2018 Kia Optima | EX 4 Door Sedan | 2.4L 4 Cyl Gas A FWD

## Standard Equipment

### Exterior

|                                                                                   |                                                                                  |
|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| Body-Colored Front Bumper w/Chrome Bumper Insert                                  | Body-Colored Power Heated Side Mirrors w/Power Folding and Turn Signal Indicator |
| Body-Colored Rear Bumper w/Black Bumper Insert                                    | Chrome door handles                                                              |
| Chrome Side Windows Trim, Black Front Windshield Trim and Chrome Rear Window Trim | Clearcoat paint                                                                  |
| Fixed Rear Window w/Defroster                                                     | Front Windshield -inc: Sun Visor Strip                                           |
| Fully Automatic Projector Beam Halogen Daytime Running Headlamps w/Delay-Off      | Fully Galvanized Steel Panels                                                    |
| Laminated Glass                                                                   | LED brakelights                                                                  |
| Light tinted glass                                                                | Metal-Look Grille w/Chrome Surround                                              |
| Perimeter/Approach Lights                                                         | Spare Tire Mobility Kit                                                          |
| Tires [REDACTED]                                                                  | Trunk Rear Cargo Access                                                          |
| Variable Intermittent wipers                                                      | Wheels w/Silver Accents                                                          |
| Wheels: 6.5J x 17" Alloy                                                          |                                                                                  |

### Interior

|                                                                                                                     |                                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2 LCD Monitors in The Front                                                                                         | 2 Seatback Storage Pockets                                                                                                                                                                                                            |
| 3 12V DC Power Outlets                                                                                              | 6-Way Passenger Seat -inc: Manual Recline, Height Adjustment and Fore/Aft Movement                                                                                                                                                    |
| 60-40 Folding Bench Front Facing Fold Forward Seatback Rear Seat                                                    | Air filtration                                                                                                                                                                                                                        |
| Analog Display                                                                                                      | Cargo Features -inc: Spare Tire Mobility Kit                                                                                                                                                                                          |
| Cargo Space Lights                                                                                                  | Carpet Floor Trim and Carpet Trunk Lid/Rear Cargo Door Trim                                                                                                                                                                           |
| Cruise control w/steering wheel controls                                                                            | Day-night rearview mirror                                                                                                                                                                                                             |
| Delayed Accessory Power                                                                                             | Driver / Passenger And Rear Door Bins                                                                                                                                                                                                 |
| Driver And Passenger Visor Vanity Mirrors w/Driver And Passenger Illumination                                       | Driver foot rest                                                                                                                                                                                                                      |
| Dual Zone Front Automatic Air Conditioning                                                                          | Fade-to-off interior lighting                                                                                                                                                                                                         |
| FOB Controls -inc: Trunk/Hatch/Tailgate                                                                             | Front And Rear Map Lights                                                                                                                                                                                                             |
| Front Center Armrest and Rear Center Armrest                                                                        | Front Cupholder                                                                                                                                                                                                                       |
| Full Carpet Floor Covering                                                                                          | Full cloth headliner                                                                                                                                                                                                                  |
| Full Floor Console w/Covered Storage, Mini Overhead Console w/Storage and 3 12V DC Power Outlets                    | Heated Front Bucket Seats -inc: 12-way power adjustable driver w/4-way power lumbar, 6-way adjustable passenger seat w/manual height adjuster and integrated memory system (IMS) w/2-position memory for driver and exterior mirrors, |
| HVAC -inc: Underseat Ducts and Console Ducts                                                                        | Illuminated glove box                                                                                                                                                                                                                 |
| Interior Trim -inc: Simulated Wood Door Panel Insert, Simulated Wood Console Insert and Metal-Look Interior Accents | Leather seat trim                                                                                                                                                                                                                     |
| Leather steering wheel                                                                                              | Leather/Metal-Look Gear Shift Knob                                                                                                                                                                                                    |
| Leatherette Door Trim Insert                                                                                        | Manual Anti-Whiplash w/Tilt Front Head Restraints and Manual Adjustable Rear Head Restraints                                                                                                                                          |
| Manual tilt/telescoping steering column                                                                             | Memory Settings include                                                                                                                                                                                                               |

Outside temp gauge

Power 1st Row Windows w/Driver And Passenger 1-Touch Up/Down

Power Rear Windows

Radio w/Seek-Scan, Clock, Speed Compensated Volume Control, Steering Wheel Controls, Voice Activation, Radio Data System, UVO External Memory Control and Internal Memory

Rear cupholder

Remote Keyless Entry w/Integrated Key Transmitter, Illuminated Entry, Illuminated Ignition Switch and Panic Button

Systems Monitor

Window Grid Antenna

Perimeter alarm

Power Door Locks w/Autolock Feature

Proximity Key For Doors And Push Button Start

Radio: AM/FM/MP3/SiriusXM Audio System -Inc: 6 speakers, 7" touch-screen rear camera display, auxiliary input port, 2 USB ports, Bluetooth wireless technology and UVO eServices including Android Auto and Apple CarPlay,

Redundant Digital Speedometer

Remote Releases -Inc: Proximity Cargo Access and Power Fuel

Trip computer

Wireless Streaming

## Mechanical

150 amp alternator

2.86 Axle Ratio

4541# Gvwr

Electric Power-Assist Speed-Sensing Steering

Front-wheel drive

Multi-link rear suspension w/coil springs

Strut Front Suspension w/Coil Springs

18.5 Gal. Fuel Tank

4-Wheel Disc Brakes w/4-Wheel ABS, Front Vented Discs, Brake Assist and Hill Hold Control

80-Amp/Hr 800CCA Maintenance-Free Battery w/Run Down Protection

Front And Rear Anti-Roll Bars

Gas-pressurized shock absorbers

Single Stainless Steel Exhaust w/Chrome Tailpipe Finisher

## Safety

ABS And Driveline Traction Control

and Rear Cross Traffic Alert Rear Collision

Curtain 1st And 2nd Row Airbags

Dual Stage Driver And Passenger Front Airbags

Electronic stability control (ESC)

Outboard Front Lap And Shoulder Safety Belts -inc: Rear Center 3 Point, Height Adjusters and Pretensioners

Rear parking sensors

Tire Specific Low Tire Pressure Warning

Airbag Occupancy Sensor

Blind Spot Detection Blind Spot Sensor

Driver knee airbag

Dual Stage Driver And Passenger Seat-Mounted Side Airbags

Emergency S.O.S

Rear child safety locks

Side impact beams

## Packages

### PREMIUM PACKAGE

-inc: sport side sills and black painted spoiler, Heated & Ventilated Front Seats, 10-Way Power Adjustable Passenger Seat, 2-way power adjustable turnbar, Auto Dimming Rear View Mirror, LED Overhead Front & Rear Reading Lamps, Panoramic Sunroof

## Optional Equipment

REMOTE START (PUSH BUTTON)

WHEEL LOCKS

\*DIO/PIO = Dealer/Port Installed Options

## Loss Vehicle Base Value

Loss vehicle: 2018 Kia Optima | EX 4 Door Sedan | 2.4L 4 Cyl Gas A FWD

## Comparable Vehicle Information

Search Radius used for this valuation: 100 miles from loss vehicle zip/postal code.

Typical Mileage for this vehicle: 8,000 miles

| #                  | Vehicle Description                             | Mileage | Location | Distance From Loss Vehicle | Price                     | Adjusted Value     |
|--------------------|-------------------------------------------------|---------|----------|----------------------------|---------------------------|--------------------|
| 1                  | 2018 KIA OPTIMA EX 4D SDN 4 2.4NORMAL GAS A 2WD | 10,476  |          | 75 miles                   | \$22,924.00<br>List Price | \$19,909.10        |
| 2                  | 2018 KIA OPTIMA EX 4D SDN 4 2.4NORMAL GAS A 2WD | 4,764   |          | 93 miles                   | \$23,699.00<br>List Price | \$22,607.36        |
| 3                  | 2018 KIA OPTIMA EX 4D SDN 4 2.4NORMAL GAS A 2WD | 4,767   |          | 93 miles                   | \$21,699.00<br>List Price | \$22,223.31        |
| <b>Base Value:</b> |                                                 |         |          |                            |                           | <b>\$21,579.92</b> |

## Loss Vehicle Adjustments

Loss vehicle: 2018 Kia Optima | EX 4 Door Sedan | 2.4L 4 Cyl Gas A FWD

### Condition Adjustments

Condition Adjustment: \$0.00

Overall Condition: 3.00-Good

Typical Vehicle Condition: 3.00

| Category              | Condition | Comments |
|-----------------------|-----------|----------|
| <b>Interior</b>       |           |          |
| HEADLINER             | 3 Good    |          |
| DASH/CONSOLE          | 3 Good    |          |
| SEATS                 | 3 Good    |          |
| GLASS                 | 3 Good    |          |
| DOORS/INTERIOR PANELS | 3 Good    |          |
| CARPET                | 3 Good    |          |
| <b>Exterior</b>       |           |          |
| VINYL/CONVERTIBLE TOP | Typical   |          |
| TRIM                  | 3 Good    |          |
| BODY                  | 3 Good    |          |
| PAINT                 | 3 Good    |          |
| <b>Mechanical</b>     |           |          |
| TRANSMISSION          | 3 Good    |          |
| ENGINE                | 3 Good    |          |
| Tire                  | 3 Good    |          |

Typical Vehicle Condition reflects a condition similar to the same year, make and model. Amount of wear and tear/ damage consistent with its age.

Comments:



## Comparable Vehicles

Loss vehicle: 2018 Kia Optima | EX 4 Door Sedan | 2.4L 4 Cyl Gas A FWD

 **2018 KIA OPTIMA EX 4D SDN 4 2.4 NORMAL GAS A2WD** **List Price: \$22,924.00**

|           |          |              |                 |                            |
|-----------|----------|--------------|-----------------|----------------------------|
| VIN       | Stock No | Listing Date | ZIP/Postal Code | Distance from Loss Vehicle |
| 5XXGU4L39 |          | 10/10/2018   |                 | 75 miles                   |

Source

DEALER WEB LISTING -  
BUILDSHEET - CARS.COM  
ED VOYLES KIA OF CHAMBLEE

CHAMBLEE GA

| Adjustments                | Loss Vehicle | This Vehicle | Amount             |
|----------------------------|--------------|--------------|--------------------|
| Projected Sold Adjustment  |              |              | -\$1,703.00        |
| Mileage                    | 2,010        | 10,476       | \$768.93           |
| Equipment                  |              |              |                    |
| TECHNOLOGY PACKAGE         | No           | Yes          | -\$2,477.17        |
| REMOTE START (PUSH BUTTON) | Yes          | No           | \$350.93           |
| WHEEL LOCKS                | Yes          | No           | \$45.41            |
| Total Adjustments:         |              |              | -\$3,014.90        |
| Adjusted Price:            |              |              | <b>\$19,909.10</b> |

Comparable Vehicle Package Details:

PREMIUM PACKAGE

TECHNOLOGY PACKAGE

**2018 KIA OPTIMA EX 4D SDN 4 2.4 NORMAL GAS A2WD**

**List Price: \$23,699.00**

VIN: 5XXGU4L31 [REDACTED] Stock No: [REDACTED] Listing Date: 10/05/2018 ZIP/Postal Code: [REDACTED] Distance from Loss Vehicle: 93 miles

Source:

DEALER WEB LISTING -  
BUILDSHEET - AUTOTRADER.COM  
CARRIAGE KIA OF WOODSTOCK

WOODSTOCK GA [REDACTED]

| Adjustments                | Loss Vehicle | This Vehicle | Amount      |
|----------------------------|--------------|--------------|-------------|
| Projected Sold Adjustment  |              |              | -\$1,760.00 |
| Mileage                    | 2,010        | 4,764        | \$258.60    |
| Equipment                  |              |              |             |
| REMOTE START (PUSH BUTTON) | Yes          | No           | \$362.81    |
| WHEEL LOCKS                | Yes          | No           | \$46.95     |
| Total Adjustments:         |              |              | -\$1,091.64 |
| Adjusted Price:            |              |              | \$22,607.36 |

Comparable Vehicle Package Details:  
PREMIUM PACKAGE

**2018 KIA OPTIMA EX 4D SDN 4 2.4 NORMAL GAS A2WD**

**List Price: \$21,699.00**

VIN: 5XXGU4L3 [REDACTED] Stock No: [REDACTED] Listing Date: 10/05/2018 ZIP/Postal Code: [REDACTED] Distance from Loss Vehicle: 93 miles

Source:

DEALER WEB LISTING -  
BUILDSHEET - AUTOTRADER.COM  
CARRIAGE KIA OF WOODSTOCK

WOODSTOCK GA [REDACTED]

| Adjustments                                | Loss Vehicle | This Vehicle | Amount      |
|--------------------------------------------|--------------|--------------|-------------|
| Projected Sold Adjustment                  |              |              | -\$1,812.00 |
| Mileage                                    | 2,010        | 4,767        | \$237.03    |
| Equipment                                  |              |              |             |
| PREMIUM PACKAGE                            | Yes          | No           | \$1,797.67  |
| REMOTE START (PUSH BUTTON)                 | Yes          | No           | \$332.18    |
| WHEEL LOCKS                                | Yes          | No           | \$42.99     |
| AUTO-DIMMING MIRROR<br>WHOMELINK & COMPASS | No           | Yes          | -\$273.56   |
| Total Adjustments:                         |              |              | \$624.31    |
| Adjusted Price:                            |              |              | \$22,223.31 |

Comparable Vehicle Option Details:  
AUTO-DIMMING MIRROR WHOMELINK & COMPASS

## Sub-Model Comparison

| Sub-Model Description | Configuration                   | Original MSRP |
|-----------------------|---------------------------------|---------------|
| 2018 Kia Optima EX    | 4 Door Sedan 2.4L 4 Cyl Gas FWD | \$25,700.00   |

## Vehicle Valuation Methodology Explanation

WorkCenter Total Loss was designed and built in conjunction with J.D. Powers, experts in data analysis and vehicle pricing and a highly trusted name among consumers. With years of experience in vehicle pricing, J.D. Power is a credible, third-party expert whose name provides consumer recognition and confidence. WCTL provides a consistent methodology across all vehicles and it includes valid comparable vehicles that most closely resemble the totaled vehicle and are similar to the vehicles a consumer would find in their own research.

WorkCenter Total Loss produces accurate and easy-to-understand vehicle valuations via this five step process:

### Step 1 - Locate Comparable Vehicles

Locate vehicles that are the closest match to the loss vehicle in the same market area. WorkCenter Total Loss utilizes consumer-based vehicle sources along with inventory directly from Dealerships. When available WCTL also provides sold vehicle records from sources such as J.D. Powers.

### Step 2 - Adjust Comparable Vehicles

Make adjustments to the prices of the comparable vehicles. The comparable vehicles are identical to the loss vehicle except where adjustments are itemized. There are several types of comparable vehicle adjustments

- Projected Sold Adjustment - an adjustment to reflect consumer purchasing behavior (negotiating a different price than the listed price).
- Mileage Adjustment - an adjustment for differences in mileage between the comparable vehicle and the loss vehicle.
- Equipment- adjustments for differences in equipment between the comparable vehicle (e.g. equipment packages and options) and the loss vehicle.

### Step 3 - Calculate Base Vehicle Value

The base vehicle value is calculated by averaging the adjusted prices of the comparable vehicles.

### Step 4 - Calculate Loss Vehicle Adjustments

There are four types of loss vehicle adjustments:

- Condition Adjustment:  
Adjustments to account for the condition of the loss vehicle prior to the loss.
- Prior Damage Adjustment:  
Adjustments to account for any prior damage present on the loss vehicle prior to the loss.
- After Market Part Adjustment:  
Adjustments to account for any after market parts present on the loss vehicle prior to the loss.
- Refurbishment Adjustment:  
Adjustments to account for any refurbishment performed on the loss vehicle prior to the loss.

### Step 5 - Calculate the Market Value

The Market Value is calculated by applying the loss vehicle adjustments to the base value.





Date: 10/18/2018 03:17 PM  
Estimate ID: [REDACTED]  
Estimate Version: 0  
Committed  
Profile ID: [REDACTED]

## PROGRESSIVE

[REDACTED] Decatur, GA [REDACTED]

Damage Assessed By: S MOSS [REDACTED]

Claim Rep: Richard Gadson [REDACTED]

Classification:

\* Product Type: Auto  
\* Date of Loss: 10/17/2018  
\* Deductible: 1,000.00  
\* Claim Number: [REDACTED]

Insured: [REDACTED]  
Owner: [REDACTED]  
Address: [REDACTED] MACON, GA [REDACTED]  
Telephone: Home Phone: [REDACTED]  
Contact Phone: [REDACTED]

Cell Phone: [REDACTED]

Mitchell Service: [REDACTED]

Description: 2018 Kia Optima EX

Body Style: 4D Sed

VIN: 5XXGU4L3X [REDACTED]

Mileage: 2,010

OEM/ALT: A

Color: BLACK

Options: PASSENGER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW, POWER STEERING  
REAR WINDOW DEFOGGER, AIR CONDITION, CRUISE CONTROL, TILT STEERING COLUMN  
AM/FM STEREO, DRIVER AIRBAG, HEATED EXTERIOR MIRROR, REAR (DUAL-ZONE) AC  
LEATHER SEAT, FRONT SIDE AIRBAG WITH HEAD PROTECTION, ANTI-LOCK BRAKE SYS.  
TRACTION CONTROL, ALUM/ALLOY WHEELS, REARVIEW CAMERA  
TIRE INFLATION/PRESSURE MONITOR, MEMORY SEAT, ANTI-THEFT SYSTEM, AUXILIARY INPUT  
BLUETOOTH WIRELESS CONNECTIVITY, HARD DRIVE, LEATHER STEERING WHEEL  
SATELLITE RADIO, POWER ADJUSTABLE EXTERIOR MIRROR, GENUINE WOOD TRIM  
AUTO AIR CONDITION, TRIP COMPUTER, FIRST ROW BUCKET SEAT, TELEMATIC SYSTEMS  
SIDE AIRBAGS, AUTOMATIC HEADLIGHTS, SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION  
REMOTE DECKLID OR TAILGATE RELEASE, MP3 PLAYER, DAYTIME RUNNING LIGHTS  
DRIVER SEAT WITH POWER LUMBAR SUPPORT, ELECTRONIC PARKING AID  
ELECTRONIC STABILITY CONTROL, EXTERIOR MEMORY MIRRORS, FRONT HEATED SEATS  
KEYLESS ENTRY SYSTEM, POWER FOLDING EXTERIOR MIRRORS, REAR BENCH SEAT  
SIDE BLIND ZONE ALERT, SMART KEY SYSTEM, STEERING WHEEL AUDIO CONTROLS

Drive Train: 2.4L Inl 4 Cyl 6A FWD

License: [REDACTED] GA

Search Code: ATLANTA3

| Line Item                   | Entry Number | Labor Type     | Operation | Line Item Description | Part Type/Part Number | Dollar Amount | Labor Units |
|-----------------------------|--------------|----------------|-----------|-----------------------|-----------------------|---------------|-------------|
| <u>Special/Manual Entry</u> |              |                |           |                       |                       |               |             |
| [REDACTED]                  | BDY *        | ACCESS/INSPECT |           | Veh is an GTL         | Existing              |               | 0.0*        |

\* - Judgment Item

ESTIMATE RECALL NUMBER: 10/18/2018 14:54:18 [REDACTED]

Mitchell Data Version: OEM: SEP\_18\_V

MAPP: SEP\_18\_V

Software Version: 7.1.231

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Seatbelt and Supplemental Restraint System (SRS) Replacement  
 "All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep"  
 "Refer to manufacturer SRS replacement requirements"

Some vehicles may sustain a reduction in pre-loss value, even after proper repairs. We have examined your vehicle and  
 \_\_\_ a) determined there is no diminution in value; or  
 \_\_\_ b) assess diminution in value of \$\_\_\_\_\_; or  
 \_\_\_ c) will determine the assessment, if any, and notify you or the owner at a later time. If you disagree with this determination/assessment, notify us in writing and we will consider what you provide to support your opinion.  
 If a change in the amount is warranted based on credible evidence, then we will revise our assessment. If an agreement can't be reached, either you or we may request to proceed under the Appraisal section of the insurance policy.

### Estimate Totals

| I. Labor Subtotals     | Units | Rate | Add'l Labor Amount | Sublet Amount | Totals | II. Part Replacement Summary                | Amount    |
|------------------------|-------|------|--------------------|---------------|--------|---------------------------------------------|-----------|
| Labor Summary          | 0.0   |      |                    |               | 0.00   | Total Replacement Parts Amount              | 0.00      |
| III. Additional Costs  |       |      |                    |               | Amount | IV. Adjustments                             | Amount    |
| Total Additional Costs |       |      |                    |               | 0.00   | Insurance Deductible                        | 1,000.00- |
|                        |       |      |                    |               |        | Subtotal of Adjustments Exceeds Gross Total |           |
|                        |       |      |                    |               |        | Customer Responsibility                     | 0.00      |
|                        |       |      |                    |               |        | I. Total Labor:                             | 0.00      |
|                        |       |      |                    |               |        | II. Total Replacement Parts:                | 0.00      |
|                        |       |      |                    |               |        | III. Total Additional Costs:                | 0.00      |
|                        |       |      |                    |               |        | Gross Total:                                | 0.00      |
|                        |       |      |                    |               |        | IV. Total Adjustments:                      | 0.00      |
|                        |       |      |                    |               |        | Net Total:                                  | 0.00      |

Point(s) of Impact  
 16 Non-Collision (P)

Alt. Location: PROGRESSIVE

Inspection Site: COPART - ATLANTA EAST  
 Address: [REDACTED]  
 Loganville, GA [REDACTED]



THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR  
-BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT  
SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND  
AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER  
CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED  
DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT  
HANDLING PROCEDURES.

PROGRESSIVE HONORS THE PREVAILING LABOR MARKET RATE IN YOUR AREA FOR  
YOUR PROPERTY. IF YOU CHOOSE A SHOP THAT CHARGES IN EXCESS OF  
PREVAILING LABOR MARKET RATES, YOU WILL BE RESPONSIBLE FOR THE  
DIFFERENCE.

LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

The replacement parts written on the estimate are intended to  
return your vehicle to its pre-loss condition with proper  
installation.

After repair, if any sheet metal or plastic body part included in the  
estimate fails to return your vehicle to its pre-loss condition  
(assuming proper installation), in terms of form, fit, finish,  
durability or functionality, Progressive will arrange and pay for the  
replacement of the part, to the extent not covered by a manufacturer's  
or other warranty. This service will be performed at no cost to you  
(including associated repair and rental car costs). To obtain service  
under this Guarantee, call Progressive at [REDACTED] This  
Guarantee applies as long as you own or lease the vehicle. This  
Guarantee is not transferable and terminates if you sell or otherwise  
transfer your vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED BY  
IMPROPER MAINTENANCE, NEGLECT, ABUSE OR SUBSEQUENT ACCIDENT. THIS  
GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS  
THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY,  
PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR  
CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF  
THESE PARTS.

Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original  
equipment manufacturer part.

NON-OEM and A/M and QUAL REPL - These refer to an after-market part,  
which is a new, non-original equipment manufacturer part.

USED/RECYCLED and LKQ - These refer to a used OEM part.

REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled  
OEM parts that have been refurbished.

REPAIR SHOP'S AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING  
AGREEMENT ON COST TO RETURN THE VEHICLE TO PRE-LOSS CONDITION  
INCLUDING TOW/STORAGE CHARGES:

Date: 10/18/2018 03:17 PM  
Estimate ID: [REDACTED]  
Estimate Version: 0  
Committed [REDACTED]  
Profile ID: [REDACTED]

SHOP SIGNATURE: \_\_\_\_\_

EST START DATE: \_\_\_\_\_ EST COMPLETION DATE: \_\_\_\_\_  
ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE/SHE IS  
FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR  
FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF  
INSURANCE FRAUD.

"Failure to use the insurance proceeds in accordance with a security  
agreement between you and a lienholder, if any, may be a violation of  
Code Section 16-8-4 of the O.C.G.A. If you have any questions, contact  
your lending institution."

ESTIMATE RECALL NUMBER: 10/18/2018 14:54:18 [REDACTED]

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MAPP:SEP\_18\_V

Software Version:

7.1.231

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[REDACTED]

## Progressive Group of Insurance Companies

**Settlement Summary****Claim Information**

|                                |                                             |
|--------------------------------|---------------------------------------------|
| <b>Claim Number</b> [REDACTED] | <b>Coverage Type of Loss:</b> Comprehensive |
| <b>Policy Number:</b>          | <b>Loss Date:</b> 10/17/2018                |
| <b>Owner</b> [REDACTED]        | <b>Reported Date:</b> 10/17/2018            |
|                                | <b>Valuation Report ID</b> [REDACTED]       |

**Vehicle Information**

|                                                                              |                                         |
|------------------------------------------------------------------------------|-----------------------------------------|
| <b>Loss Vehicle:</b> 2018 Kia Optima EX 4 Door Sedan 2.4L 4 Cyl<br>Gas A FWD | <b>Location:</b> GA [REDACTED]          |
| <b>VIN:</b> 5XXGU4L3X [REDACTED]                                             | <b>Exterior Color:</b>                  |
| <b>Mileage:</b> 2,010 miles                                                  | <b>License Plate</b> [REDACTED] Georgia |
| <b>Title History:</b> No                                                     | <b>Title History Comments:</b>          |

**Loan Information****Payment Information**

|                                    |        |                                |             |
|------------------------------------|--------|--------------------------------|-------------|
| <b>Lien Holder Payoff:</b>         | \$0.00 | <b>Lien Holder Payment(s):</b> | \$0.00      |
| <b>Loan/Lease Payoff Coverage:</b> | \$0.00 | <b>Net to Owner:</b>           | \$22,272.67 |

**Settlement**

|                                         |              |
|-----------------------------------------|--------------|
| <b>Stated Amount:</b>                   | \$0.00       |
| <b>Actual Cash Value:</b>               | \$21,579.92  |
| Base Value:                             | \$21,579.92  |
| Title History Adjustment:               | -\$0.00      |
| Refurbishment Adjustments:              | \$0.00       |
| After Market Parts Adjustment:          | \$0.00       |
| Condition Adjustment:                   | \$0.00       |
| Prior Damage Adjustment:                | -\$0.00      |
| <b>Market Value:</b>                    | \$ 21,579.92 |
| Settlement Adjustment(Pre-Tax):         | \$0.00       |
| <b>Fees:</b>                            | \$25.00      |
| <b>Taxes:</b>                           | \$1,667.75   |
| <b>Company Obtains:</b>                 | \$0.00       |
| <b>Net Settlement:</b>                  | \$23,272.67  |
| <b>Settlement Adjustment(Post-Tax):</b> | \$0.00       |
| <b>Deductible:</b>                      | -\$1,000.00  |
| <b>Other Adjustments:</b>               | \$ 0.00      |
| <b>Total Settlement:</b>                | \$22,272.67  |

**Adjuster License #:****Comments:**



P A C M A N

DEC 26 18 - 9:59

OPID: [REDACTED] CLAIM PAYMENT INQUIRY

TERMID: ?00N

INSD: [REDACTED]

POL: [REDACTED]

DOL : OCT 17 18 GA-GAL FT-GRP- CLM: [REDACTED] ACTIVE REP: C GADSON

PAY TO THE ORDER OF:

TOTAL DRAFT AMOUNT:

22,272.67

LINE 1: KIA MOTORS FINANCE

LINE 2:

LINE 3:

ADDRESS: PO BOX [REDACTED]

CITY: DALLAS

ST/PR\* TX ZIP/CPC: [REDACTED]

CNTRY\* USA

IN PAYMENT OF: Progressive Invoice Number: [REDACTED]

? N

FEDERAL TAX ID:

LAST UPDT REP [REDACTED]

CDS CODE \*

EFT TRACE #: [REDACTED]

ISSUING REP: C GADSON

BANK CODE\*

ISSUE DATE : NOV 27 18

APPROVED BY:

STATE \* GA

AREA \*

REVIEW DATE:

00 00

STOP RSN \*

DRAFT #

REVIEWED BY:

COMMAND:









**PROGRESSIVE**

P.O. Box [REDACTED]  
Los Angeles, CA [REDACTED]  
Phone [REDACTED]  
Fax [REDACTED]

KIA MOTORS

[REDACTED]  
IRVINE, CA [REDACTED]

Our Claim#: [REDACTED]

# YOST & BAILL

ATTORNEYS AT LAW

MICHELLE D. HURLEY

[REDACTED] DIRECT  
MHURLEY@YOSTBAILL.COM

A Professional Limited Liability Partnership

ADMITTED IN MINNESOTA, IOWA AND NEBRASKA

April 2, 2019

**VIA EMAIL**

Samuel Kim  
Kia Motors of America  
[REDACTED]  
Irvine ca [REDACTED]

RE: Our Client: Progressive Insurance Company  
Insured: Zachary Epps  
Date of Loss: 10/18/2018  
Our File No. [REDACTED]  
Vehicle: 2018 Kia Optima VIN: 5XXGU4L3XJ [REDACTED]

Dear Mr. Kim:

Our firm has been retained by Progressive Insurance Company to pursue subrogation with regard to the above-referenced loss. Please direct all further communication regarding this matter to me. It is indicated from the materials provided to us by Progressive Insurance Company that the incident which occurred on the above date resulted from your negligence.

At this time, we have been authorized to reach a settlement agreement with you without including interest, fees or costs, prior to bringing suit. Progressive Insurance Company has paid a total of \$23,272.67 to or on behalf of its insured for the above referenced damages.

Please contact me within 10 days to discuss payment; otherwise we have been authorized to proceed with litigation without further notice.

Thank you for your anticipated prompt attention to this matter. I look forward to hearing from you.

Sincerely,

[REDACTED]  
Michelle D. Hurley  
Attorney at Law [REDACTED]

Yost & Baill LLP

Telephone [REDACTED]

Fax/Data [REDACTED]

Minneapolis, MN [REDACTED]  
www.yostbaill.com

OFFICES IN MINNEAPOLIS AND MILWAUKEE [REDACTED]