

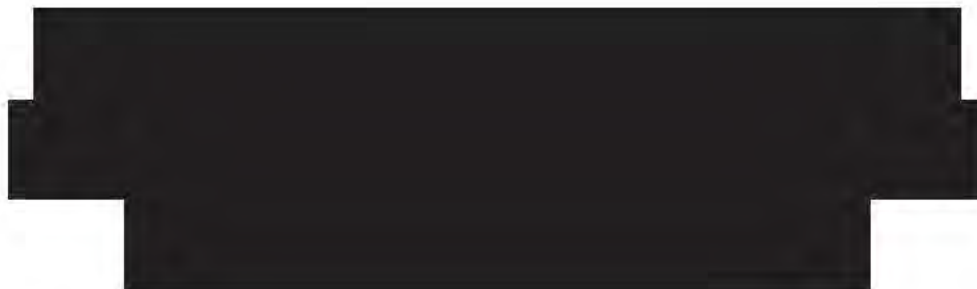
PE19-004

KIA

DEFECT D

CA FILES

SORENTO



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?

N/A

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

Yes MISC things

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

10/10/2018 12:45:00

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

Just the vehicle, the house caught fire as well.

B-2) What time was 911 called?

5:50 AM

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

Mist Rain

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

Pulled into driveway, normally park in garage. Parked vehicle. Saw smoke from the hood of the car, I had been in my house. I went outside and saw my vehicle up in smoke and flames.

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?

None

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?

██████████ CEDAR RAPIDS, IA ██████████

C-1) Which fire agency responded?

Cedar Rapids Fire Department

C-2) What is the fire report number?

N/A

D-1) Where is the vehicle now?

State Farm Insurance took to junk yard

D-2) Have any repairs been completed?

No

D-3) Was the insurance company contacted?

State Farm

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

No

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

N/A

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?

0

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

none

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

n/a

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

06/22/2017 12:00:00

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

Just my vehicle, burned up.

B-2) What time was 911 called?

unk

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

clear and dry

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

I was driving north on the NJ Turnpike when I started to hear a clicking sound. I was going 60 - 65 mph. I pulled onto the shoulder and continued to drive at about 5 mph to get to the next service center. I was between exits 11 and 12. While I was driving somebody passing by honked their horn and signaled to roll my window down. I did and they said my car was on fire. I thought at first they were kidding, the car was still driving ok. I stoped, got out, and was about 20' in front of the car when there were a couple of pops and the whole car went up in flames. The NJ State Troopers and a fire department responded (Fords F.D., I think).

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

On. I'd been driving about 20 minutes.

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

unknown. between exits [REDACTED] and [REDACTED]

C-1) Which fire agency responded?

Fords, I think.

C-2) What is the fire report number?

Case number [REDACTED] from NJ State Police

D-1) Where is the vehicle now?

don't know

D-2) Have any repairs been completed?

no

D-3) Was the insurance company contacted?

Yes, Progressive Insurance. Claim No. [REDACTED].

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

no

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

I honestly don't know. I don't know why I called you. Another car (?) Something to drive(?) I don't know why I called you.

Accident Report

Case [REDACTED]

Report Details

1. Who owns the vehicle?

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

2. Who was driving the vehicle?

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

3. What is the age of the driver?

[REDACTED] <Driver's Age>

4. How many other passengers were in the vehicle?

o <Number of passengers in the vehicle>

5. Where was each passenger sitting in the vehicle & what is each person's name & age?

n/a <Provide passenger(s) location in the vehicle, name & age.>

6. Was each occupant wearing his/her seatbelt and if children involved, were they secured in child seats?

na Yes <If children involved & secured in child seats, what type of child seat (rear facing, forward facing, booster), attachment method used to secure the child seat to the vehicle (vehicle's seatbelt or latch system).>

7. Were there any objects in the luggage compartment, in the passenger compartment, being towed or attached to the vehicle's exterior?

No

8. What was the date and time of the accident?

3/29/17 around 4:30pm <DATE> and <TIME>

9. Describe the road & weather conditions at the time of the accident.

n/a <ROAD & WEATHER CONDITIONS>

10. Did the airbag(s) deploy?

No

11. Was airbag light on prior to accident?

No

12. Were there any injuries?

No

13. Was anyone taken by ambulance to the hospital?

No

14. Is anyone currently under medical attention for this incident?

No

15. Describe the incident in detail, including the approximate vehicle speeds at the time of the incident.

Vehivle was sitting in the driveway and noticed the smoke coming from the car ran out aod the back of the car was on fire <INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>

16. What is the closest address or cross streets, city, and state to where the incident happened?

n/a <Provide address or cross streets, city, state>

17. Describe all vehicles involved & any damage that occurred to each one.

16 Sorento: smoke damage and back of vehicle is burnt <Document vehicle information - make, model, model year>

18. Were the police contacted?

No

19. Which police agency was contacted?

Progrssive <Name of local police, sheriff, or state/highway patrol agency.>

20. What is the name of the officer, department, and badge number?

n/a <Officer Name, Department, Badge>

21. What is the police report number?

n/a <POLICE REPORT NUMBER>

22. What is the Kia license plate & state?

No response selected.

23. Was the vehicle driven or towed from the scene?

Towed

24. Where is the vehicle now?

Galaxy Towing

[REDACTED]

[REDACTED] <VEHICLE LOCATION>

25. Have any repairs been completed?

No

26. Was the insurance company contacted?

Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>

27. Have you settled with the insurance company?

No

28. What action are you requesting of Kia?

requesting that KIA fix the damages to my vehicle or to get out of the lease <RESOLUTION SOUGHT>

29. 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

PE19-004

KIA

DEFECT D

CA FILES

SORENTO

2016 SORENTO_CA
REPORTS_ALLEGED DEFECT
D_EXPANDED SCOPE

Kia Motors America

Consumer Affairs Department

Page 1 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA31GG		40.000
		Prod. Date: 05/12/2015	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

*** 06/22/2017 05:25:06 (GMT-07:00) Arizona ***

Contact = , Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 06/22/2017 05:25:24 (GMT-07:00) Arizona and created by Karen Johnson ***

Customer:

1 - While I was driving on the NJ Turnpike this morning, my car caught fire

Writer:

- 1 - apologized
- 2 - are you all right? [yes, shaken up, but not hurt] thank heavens
- 3 - took fire script
- 4 - please attach pictures and report through kia.com/contact us
- 5 - provided case number
- 6 - this happened so recently, if you think of something else, just call back and we will add it to the case
- 7 - I will forward it to appropriate dept. and they will be contacting you

Customer:

- 1 - all right
- 2 - thank you

*** Phone - Call - Outbound created on 06/22/2017 05:40:31 (GMT-07:00) Arizona and created by Karen Johnson ***

Called customer and left VM:

- 1 - apologized, there were were a couple of questions I did not ask
- 2 - Please cb so that I can complete the form
- 3 - provided phone number

*** Others - Others created on 06/22/2017 05:42:06 (GMT-07:00) Arizona and created by Karen Johnson ***

Writer dispatching to NCA

- 1 - customer alleges vehicle caught fire while driving on the NJ Turnpike

*** 06/22/2017 05:43:00 (GMT-07:00) Arizona ***

Dispatched from WIPBin = 1 - Default to Queue National CA by Karen Johnson

Reason:

*** 06/22/2017 07:54:36 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 06/22/2017 08:01:34 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup

Reason:

*** Phone - Call - Inbound created on 06/22/2017 10:49:16 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with

1. Asked for description
2. Stated he was driving and someone told him his car was on fire
3. Dom asked why the insurance isn't talking to him
4. Wtr advised since he reached out
5. Cust advised insurance will reach out
6. Cust hung up

Kia Motors America
Consumer Affairs Department

Page 2 of 5

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
		5XYPGDA31GG		40,000
		Prod. Date: 05/12/2015	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

call ended

*** 06/22/2017 11:01:18 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Pending further insurance contact

*** 06/23/2017 08:49:13 (GMT-05:00) Eastern Time (US & Canada) ***

Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 06/23/2017 08:49:31 (GMT-05:00) Eastern Time (US & Canada) and created by Jada Jones ***

cust states

1. I am calling from cust insurance to see if you all need to know where it is being moved to

wrt states

1. apologized

2. advised cust that I will take the information from her and if needed we would reach back out

cust states

1. it is being moved to our salvaged yard it is badly burned

2. NJ

3.

4. stock #

*** 06/23/2017 08:52:34 (GMT-05:00) Eastern Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Pending further insurance contact

*** 06/23/2017 08:52:46 (GMT-05:00) Eastern Time (US & Canada) ***

Reopened with Sub Status of Working

*** 06/23/2017 08:56:02 (GMT-05:00) Eastern Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Pending further insurance contact

*** 06/26/2017 07:54:30 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened with Sub Status of Working

*** 06/26/2017 07:54:46 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup

Reason:

*** Phone - Call - Inbound commitment created on 06/26/2017 09:34:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/26/2017 and created by Gustavo Villela ***

*** 06/26/2017 09:35:33 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Default and Sub Status of Assigned

Kia Motors America

Consumer Affairs Department

Page 3 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA31GG		40.000
		Prod. Date: 05/12/2015	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 fulfilled on 06/26/2017 13:52:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/26/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 06/26/2017 13:53:01 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr called iaa:

1. Gave vehicles info
2. Asked for insurance contact
3. IAA gave Beth Fulton
- 4 call ended

*** Phone - Call - Inbound created on 06/26/2017 14:02:23 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr LVM for Beth Fulton Insurance

*** Phone - Call - Inbound commitment created on 06/26/2017 14:02:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/05/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 07/05/2017 09:25:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/05/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 07/05/2017 09:25:38 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr LVM for Beth Fulton with insurance

*** Phone - Call - Inbound commitment created on 07/05/2017 09:26:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/12/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 07/12/2017 13:41:51 (GMT-07:00) Arizona and created by Ali Ibrahim ***

Customer Called Back and States:

1. Calling back on case update
2. I was supposed to get a call back from another office

Writer States:

1. Apologized; advised case is open @NCA office
2. CSR Gustavo Villela has the case and will follow up after case review

*** Phone - Call - Inbound commitment fulfilled on 07/18/2017 11:32:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/12/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 07/21/2017 13:18:45 (GMT-07:00) Arizona and created by Angel Soto ***

- Cust called and states:
1. I havent heard a thing from Kia regarding my veh on fire
 2. it is like no big deal with Kia, my veh caught on fire and no big deal

Writer states:

1. Apologized
2. It appears your case has been sent to NCA, Gus has your case opened
3. Will email Gus for you and let him know you are wanting a cb

Cust states;

1. The veh caught fire and no one in Kia has called back

Kia Motors America

Consumer Affairs Department

Page 4 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA31GG		40,000
		Prod. Date: 05/12/2015	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. I am totally disgusted with Kia at this time

3. Say something, a call, an email, anything, but nothing

Writer states:

1. Apologized

2. have already sent an email to Gus and he will get this info in his email as well

*** Phone - Call - Inbound created on 07/27/2017 13:12:59 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr reviewed case with engineer on 7/18/17

*** Phone - Call - Inbound created on 07/27/2017 13:13:32 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr LVM for

*** Phone - Call - Inbound commitment created on 07/27/2017 13:13:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/03/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 07/31/2017 12:01:56 (GMT-07:00) Arizona and created by Matthew Lang ***

States:

1. Provides case number.

2. I have not received a callback from CSR GVillela.

3. I am needing to get a hold of someone.

4. Can I have GVillela's number?

Writer States:

1. Apologized.

2. Advised customer that CSR GVillela is handling their case.

3. Advised that CSR called customer and LVM on 07/27/2017.

4. It will be a brief hold while writer gets CSR's number for you.

Customer States:

1. Thank you.

Writer places customer on hold.

Customer disconnects.

*** Phone - Call - Inbound created on 08/01/2017 13:35:48 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with

1. Apologized for wait

2. Advised that insurance subro was discussed prior

3. reminded cust of subro process

4. Cust understood but asked if kia would provide new vehicle

5. Advised at this time, no

6. Cust hung up

call ended

*** Phone - Call - Inbound commitment fulfilled on 08/01/2017 13:39:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/03/2017 closed by Gustavo Villela ***

Kia Motors America

Consumer Affairs Department

Page 5 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA31GG		12387239	40.000
		Prod. Date: 05/12/2015	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 08/01/2017 13:39:28 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Pending further insurance contact

Kia Motors America

Consumer Affairs Department

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA35GG			33.500
		Prod. Date: 04/24/2015	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

*** 10/16/2018 16:53:59 ***

Contact = , Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 10/16/2018 16:54:01 and created by Roberto Salazar ***

Customer States:

1. My vehicle caught fire.
2. It had burned down.
3. Requesting assistance with the next step.

Writer States:

1. Apologized.
2. Will Setup fire script.
3. Then dispatch case to NCA.

Customer States:

1. Thank you.

Writer States:

1. Kia is proud of its strong safety record and the integrity of our products and all Kia vehicles sold in the United States meet or exceed all federal government vehicle safety standards.
2. A vehicle fire may be due to any number of complex factors which must be carefully evaluated by trained technicians to determine its cause and claims involving damage to a Kia vehicle, including fires, are reviewed on a case-by-case basis.
3. If a fire is determined to be the result of a Kia quality issue, KMA will work with the customer to reach a satisfactory resolution to the matter.
4. When the result of any fire is due to a vehicle design issue, KMA promptly notifies NHTSA and conducts a voluntary recall.

*** Note - Others created on 10/16/2018 17:04:18 and created by Roberto Salazar ***

Forward to NCA

- 1 Customer alleges the vehicle caught fire.
- 2 Vehicle is currently down at a junk yard
- 3 Customer has setup Insurance claim
- 4 Please review and follow up accordingly

*** 10/16/2018 17:06:02 ***

Dispatched from WIPBin = Tank to Queue National CA by Roberto Salazar

Reason:

*** 10/17/2018 07:36:25 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 10/17/2018 07:57:13 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup

Reason:

*** Phone - Call - Outbound created on 10/17/2018 10:21:08 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with cust. Left message for CB

*** Phone - Call - Inbound commitment created on 10/17/2018 10:21:30 (GMT-08:00) Pacific Time (US & Canada)

Kia Motors America

Consumer Affairs Department

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA35GG			33.500
		Prod. Date: 04/24/2015	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

with Commitment Date 10/19/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 10/19/2018 09:42:35 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with cust. Left message for CB

*** Phone - Call - Inbound commitment updated on 10/19/2018 09:42:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/24/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 10/24/2018 10:15:31 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with cust. Left message for CB

*** Phone - Call - Inbound commitment updated on 10/24/2018 10:15:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/31/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 10/31/2018 09:46:34 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with cust. Left message for CB

*** Phone - Call - Inbound commitment fulfilled on 10/31/2018 09:54:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/31/2018 closed by Alex Villalpando ***

*** Note - Others created on 01/10/2019 16:34:52 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Tread completed

*** 01/10/2019 16:35:08 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Alex Villalpando with Resolution Code : No Cust Contact

[Resolution Summary]

Letter sent. Pending further contact.

Kia Motors America

Consumer Affairs Department

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA32GG	12962049	46,488
		Prod. Date: 08/14/2015	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Case History

*** 12/04/2018 09:29:33 (GMT-08:00) Pacific Time (US & Canada) ***

Contact = , Priority = Escalated, Sub Status = Working

*** Letter - Letter Received created on 12/04/2018 09:39:01 (GMT-08:00) Pacific Time (US & Canada) and created by Stephanie Mondragon ***

NCA rec'd letter from the Hartford Central Recovery Office:

1. As a result of the above captioned incident, a claim has been made by our insured.
 2. Our investigation determined that you may be responsible for these damages.
 3. This letter should be forwarded to your insurance carrier immediately.
- Attaching and dispatching to National CA.

*** 12/04/2018 09:41:31 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 12/05/2018 08:15:59 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 12/05/2018 08:27:08 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 12/05/2018 10:17:16 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 12/11/2018 14:58:29 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 12/5 (Wednesday) and Sub Status of Assigned

*** 12/12/2018 10:49:51 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 12/7 (Friday) and Sub Status of Assigned

*** Phone - Call - Outbound created on 12/12/2018 11:02:24 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called The Hartford Insurance and spoke with Subrogation Handler Erin Parkinson ex

Writer states:

1. Calling in regards to your claim number

Insurance states:

1. It looks like our insured's vehicle had caught fire and there was damage to not only the vehicle but the contents within the vehicle
2. We we're pursuing subrogation against Kia Motors for the contents for the vehicle

Writer states:

1. Kia Motors performed a joint inspection w/ The Hartford's expert on 10/15
2. We believe this is an undetermined fire at this time

Insurance states:

1. I'll try to follow up it on our end with the automobile side
2. If you don't hear from me, you can assume we went ahead and closed out our file

Writer states:

1. Gave call back number, email address and case number

Kia Motors America
Consumer Affairs Department

Page 2 of 3

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
		5XYPGDA32GG		46,488
		Prod. Date: 08/14/2015	Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** 12/12/2018 11:08:48 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Samuel Kim with Resolution Code : Information Given

[Resolution Summary]

Closing case pending further insurance contact.

*** 01/09/2019 17:11:19 ***

Reopened by Alicia Anderson with Sub Status of Working

*** Note - Others created on 01/09/2019 17:12:56 and created by Alicia Anderson ***

Fire TREAD updated

*** 01/09/2019 17:13:34 ***

Closed by Alicia Anderson with Resolution Code : Information Given

[Resolution Summary]

Closing case pending further insurance contact. -Fire TREAD updated

*** 01/10/2019 17:02:49 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened by Samuel Kim with Sub Status of Working

*** Note - Others created on 01/10/2019 17:02:56 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

TREAD review complete (Duplicate case)

*** 01/10/2019 17:04:03 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Samuel Kim with Resolution Code : Information Given

[Resolution Summary]

Closing case pending further insurance contact. -Fire TREAD updated

*** 03/12/2019 12:15:59 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened by Samuel Kim with Sub Status of Working

*** Phone - Call - Inbound created on 03/12/2019 12:16:04 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received call from Carolyn Blinn at The Hartford Insurance

Insurance states:

1. I am calling on a recorded line
2. You were working with my colleague Erin Parkinson

Writer states:

1. Kia Motors performed a joint inspection w/ The Hartford's expert on 10/15
2. We believe this is an undetermined fire at this time
3. Kia Motors is not offering to settle at this time
4. Sure

Insurance states:

1. Can you send me something in writing
2. My email is
3. And please reference our claim number

*** 03/12/2019 12:19:28 (GMT-08:00) Pacific Time (US & Canada) ***

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

Kia Motors America

Consumer Affairs Department

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA32GG			46.488
		Prod. Date: 08/14/2015	Dealer:		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Note - Others created on 05/07/2019 11:21:28 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

1. NCA did not receive formal subrogation demand from insurance
2. Customer was advised of Kia's position in writing

*** 05/07/2019 11:22:53 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Samuel Kim with Resolution Code : Information Given
[Resolution Summary]

Kia Motors America

Consumer Affairs Department

Page 1 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPH4A17GG	[REDACTED]	[REDACTED]	38.000
Kingman ,	AZ, [REDACTED]	Prod. Date: 11/14/2014	Dealer: [REDACTED]	Martin Swanty 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

*** Phone - Others created on 07/19/2016 11:51:34 AM (GMT-08:00) Pacific Time (US & Canada) and created by Sara Coder

[REDACTED] states

1. About a month ago the A/C would start to blow hot air
2. Already in El Paso and told them what it was doing
3. Left it there for a week with them and they CND it
4. So i go pick it up and it starts doing it right away
5. Went back into the dealership it is 106 outside
6. Told them i needed a car, so they gave me a loaner
7. Three weeks later i call them and they still can't duplicate it
8. Finally they duplicated it and adjusted it
9. Drove home it worked fine, the next morning it is blowing hot air
10. The dealership had the vehicle for 4 weeks
11. Took it back to the dealership this time, so i go back the next day
12. They told me they couldn't get it to next week
13. Why couldn't they see me for that time?
14. So i drove to Kingman and it makes it A/C is working
15. Went to Lake Havasu and it stops working
16. This morning it blew for a bit, called the local dealership and she said they couldn't get me into monday
17. I have to get my RV to Tucson
18. I've got to drive to Tucson tomorrow in the heat and i have a car that is blowing A/C
19. Jim Click has always been awesome
20. But it has been 4 weeks and they can't fix it
21. Look it up online and see issues with the compressor pulley system
22. My Optima did the same thing and they are telling me that couldn't be it
23. Both of my Kia vehicles have had A/C issues in the first year!

Writer states

1. Apologized
2. Would be glad to follow up with the dealership in El Paso
3. Understand your frustrations

Customer states

1. More upset that it was down for that long and when i take it back to them they can't see it
2. I am currently in Kingman and will be leaving tomorrow to go to Tucson
3. From there i will be there on Friday and then i need to go back to El Paso
4. If possible id like to see if Jim Click can see the vehicle Friday and possibly get me into a rental to drive back and forth
5. After Friday my RV will be in Tucson and it work be an issue

Writer states

1. Ok
2. Provided case number
3. Will see what can be done an file complaint with El Paso dealership
4. Then will follow up with you

Customer states

1. Thank you

Kia Motors America

Consumer Affairs Department

Page 2 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
Kingman		5XYPH4A17GG			38.000
Kingman , AZ,		Prod. Date: 11/14/2014	Dealer:		Martin Swanty KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

*** Phone - Call - Outbound created on 07/19/2016 02:56:34 PM (GMT-08:00) Pacific Time (US & Canada) and created by Sara Coder

states

1. I called Kingman Kia and they can't see me until Friday
2. Can i just drop off my vehicle with them and pick up a rental and go do what i need to do

Writer states

1. Apologized if the dealership has loaners they might be able to assist
2. For Kia to cover alternate transportation would need to have the vehicle diagnosed first
3. Once we know what repairs are needed then we review for alternate transportation

Customer states

1. So its not covered

Writer states

1. Rentals are reviewed on a case by case basis but not covered under warranty per the WCIM
2. Can call Kingman Kia and see what they can do

Writer called Kia in Kingman az Martin Swanty Kia and spoke to Bill in service

1. Explained customers situation
2. Customer seeking alternate transportation

Bill states

1. we would have to do a diagnosis on the vehicle first
2. Don't have loaners would be a rental
3. Can see the vehicle Friday

Writer states

1. Thank you

Writer went back to

1. Advised that they would need to dingoes it first before offering alternate transportation
2. Earliest they can see it is Friday

Customer states

1. Ok i Have to drive and it is 115 outside
2. What if i rent one on my own?

Writer states

1. Can review for reimbursement for the time the vehicle is down with a diagnosis

Customer states

1. Ok I'll fix this myself

*** Notes - Dealer Contact created on 07/26/2016 05:10:39 PM (GMT-08:00) Pacific Time (US & Canada) and created by Sara Coder

Writer called TX142 and selected service 2x and phone was dead air

Kia Motors America

Consumer Affairs Department

Page 3 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
Kingman		5XYPH4A17GG			38.000
AZ,		Prod. Date: 11/14/2014	Dealer:		Martin Swanty 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 - Dealer Contact created on 07/26/2016 05:10:43 PM (GMT-08:00) Pacific Time (US & Canada) and created by Sara Coder

Writer called [REDACTED] and selected operator and went to vm

1. Wanted to see if vehicle has been in
2. Requested call back
3. Left last 8 of vin, customer name, case number and call back number

*** Notes - Dealer Contact created on 07/26/2016 05:13:27 PM (GMT-08:00) Pacific Time (US & Canada) and created by Sara Coder

Writer called [REDACTED] and service was closed for the day

*** CASE DISPATCHED ON 07/29/2016 10:24:56 AM (GMT-08:00) Pacific Time (US & Canada) from WIP 4 Thursday to Queue Callcenter.

*** CASE ACCEPTED ON 08/01/2016 08:49:52 AM (GMT-08:00) Pacific Time (US & Canada) from Queue Callcenter to WIP 2. South.

*** CASE ASSIGNED ON 08/01/2016 11:15:51 AM (GMT-08:00) Pacific Time (US & Canada) [REDACTED] to CBeason, WIP Default

*** Phone - Call - Inbound created on 08/01/2016 03:22:12 PM (GMT-08:00) Pacific Time (US & Canada) and created by Chris Beason

Writer contacted [REDACTED] Viva Kia [REDACTED]

Writer states

1. Has veh came in for service on AC

Service advisor states

1. No history of the veh
2. Veh has never came in for service

Writer states

1. Ok
2. Thank you

*** Phone - Call - Inbound created on 08/03/2016 08:51:41 AM (GMT-08:00) Pacific Time (US & Canada) and

Kia Motors America
Consumer Affairs Department

Page 4 of 30

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
Kingman	AZ	5XYPH4A17GG		38,000
Prod. Date: 11/14/2014		Dealer: Martin Swanty KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

Created by Chris Beason

Writer contacted CASA Kia Service advisor

Writer states

1. Has veh came in for diag
2. Please call back with RO info
3. Thank you

*** Phone - Call - Inbound created on 08/04/2016 10:07:49 AM (GMT-08:00) Pacific Time (US & Canada) and created by Chris Beason

Writer contacted CASA Kia Service advisor

Writer states

1. Has veh came in for diag

Customer Name:

Customer phone #:

Customer address: NA

VIN: 5XYPH4A17GG

MY and Mileage: 37,291

Most recent RO# and Open Date: 6/7/2016

Days Down at initial Service Alert report (if applicable): 0

Most recent Repair Issue and Diagnosis: Unable to duplicate cust concerns

Customer says: AC not blowing cold, intermittently

Able to Duplicate (Y or N): N

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

Repair History of current concern with dates and mileage: NA

ETA for completion of repairs (if applicable): Completed

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

Techline Case (if applicable):

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

Dealer contacted DPSM (if needed): N

Vehicle repaired?: Y

Customer has possession?: Y

Dealer Code/Selling Dealer (Y or N):

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 - Call - Inbound created on 08/04/2016 10:21:59 AM (GMT-08:00) Pacific Time (US & Canada) and created by Chris Beason

Writer contacted

Writer states

1. I am calling to ensure no further concerns with the AC

Kia Motors America

Consumer Affairs Department

Page 5 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPH4A17GG	[REDACTED]	[REDACTED]	38.000
Kingman ,	AZ,	[REDACTED]	Prod. Date: 11/14/2014	Dealer: [REDACTED]	Martin Swanty 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 states

1. I took the veh into Jim Click Kia
2. They have been able to correct concerns with the AC
3. I am no longer having concerns with the AC
4. They diag the veh and they are replacing the compressor
5. I am currently in a loaner veh
6. I am not happy with the service dept in El Paso
7. The service dept in tucson, was the best

Writer states

1. Im glad that this has been corrected
2. I will contact the service dept to see about E ordering the part

Cust states

1. I will not be back in tucson till after the 23rd
2. No reason to escalate
3. I am ok with waiting for my veh

Writer states

1. OK
2. I will document and close this case
3. Please call me back if there are any further concerns
4. Thank you

Cust states

1. Thank you

[!<For Internal Use Only

Cust is in loaner veh, no further concerns, veh will be repaired by 8/23, cust req to close case>!]

*** CASE CLOSED ON 08/04/2016 10:33:06 AM (GMT-08:00) Pacific Time (US & Canada)

Status = Closed, Resolution Code = CA-Repaired at Dlr.

*** CASE REOPENED ON 09/01/2016 10:41:20 AM (GMT-08:00) Pacific Time (US & Canada)

with Condition of Open and Status of Working.

*** Notes - Dealer Contact created on 09/01/2016 10:41:32 AM (GMT-08:00) Pacific Time (US & Canada) and created by Brenda Hernandez

Notes from duplicate case [REDACTED]

Kia Dealer Service Satisfaction Survey

Survey Date: 2016-07-14 11:04:48

Name of the Dealer: [REDACTED] - Casa Kia

Name of dealer Service Consultant: MARTHA MORALES

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

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

Kia Motors America

Consumer Affairs Department

Page 6 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPH4A17GG	[REDACTED]	[REDACTED]	38.000
Kingman ,	AZ, [REDACTED]	Prod. Date: 11/14/2014	Dealer: [REDACTED]	Martin Swanty KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

Response: No

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

Broke again after being fixed: Yes

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

Interior: Yes

*** 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 .

*** PHONE LOG 08/31/2016 07:38 PM Eastern Daylight Time NAllen Action Type:Outgoing call

Called customer at [REDACTED]

1. customer states Had to go back 3 times over AC blowing hot air
2. I ended up filing a complaint and taking it to a different location
3. no the transmission is out and that is a whole other issue
4. But the AC is good

*** CASE CLOSE 08/31/2016 07:41 PM Eastern Daylight Time NAllen

*** Phone - Call - Inbound created on 09/01/2016 10:42:58 AM (GMT-08:00) Pacific Time (US & Canada) and created by Brenda Hernandez

Customer states:

1. I had the car at the dealership in NM
2. The compressor was on backorder and when I got my car back the transmission is missing
3. I took my car back and they said that it needs a transmission now
4. The dealership said that they could only put me in a small car
5. I am expected to drive in a puddle jumper
6. If you come in a truck or an SUV you should be put in the same type of car
7. The dealership said that I would need to call you
8. The dealership has already had my car for 5 weeks
9. The dealership said that I would have to take a Kia Forte
10. I can not fit my dogs and their crate in this vehicle that they have me in

Writer states:

1. Apologized
2. Advised that would need to contact the dealership for the repair information
3. Advised would contact customer back after speaking to dealership

Kia Motors America
Consumer Affairs Department

Page 7 of 30

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPH4A17GG [REDACTED]	K3231981	38.000
Kingman ,	AZ, [REDACTED]	Prod. Date: 11/14/2014	Dealer: [REDACTED]	Martin Swanty 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 - Dealer Contact created on 09/01/2016 10:44:25 AM (GMT-08:00) Pacific Time (US & Canada) and created by Brenda Hernandez

Writer called [REDACTED] and states:

1. Calling for repairs information on vehicle

SVCA Levi states:

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED] Kingman AZ [REDACTED]

VIN: 5XYPH4A17GG [REDACTED]

MY and Mileage: 2016 Sorento 38,000

Most recent RO# and Open Date: 7-26-16 [REDACTED]

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

Most recent Repair Issue and Diagnosis: Customer says, vehicle not accelerating from stop - needs transmission part should arrive on 9-7-16

Able to Duplicate (Y or N): yes

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

Repair History of current concern with dates and mileage:

7-22-16 replaced air conditioner until 8-25-16

ETA for completion of repairs (if applicable): unsure

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

Techline Case (if applicable): [REDACTED]

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

Dealer contacted DPSM (if needed):

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

*** Phone - Call - Inbound created on 09/01/2016 11:21:19 AM (GMT-08:00) Pacific Time (US & Canada) and created by Brenda Hernandez

Writer called customer and states:

1. Apologized
2. Advised that would be escalating case to regional office
3. Advised customer would receive a call back in 2-3 business days

Customer states;

1. I would like a new vehicle that is not a lemon
2. Do need a bigger rental vehicle that would fit my dogs and dog crates

Writer states:

1. Advised of WCIM

Kia Motors America

Consumer Affairs Department

Page 8 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPH4A17GG	[REDACTED]	[REDACTED]	38.000
Kingman ,	AZ, [REDACTED]	Prod. Date: 11/14/2014	Dealer: [REDACTED]	Martin Swanty 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 - Dealer Contact created on 09/02/2016 11:11:24 AM (GMT-08:00) Pacific Time (US & Canada) and created by Brenda Hernandez
Writer sent e-mail to DPSM Tom Steinwinter

*** Notes - Dealer Contact created on 09/02/2016 01:34:45 PM (GMT-08:00) Pacific Time (US & Canada) and created by Brenda Hernandez
Forwarding to region for further handling and review

1. Vehicle has been down 10 days for transmission
2. Vehicle was previously down for over 10 days for AC compressor
3. New vehicle
4. Please follow up

*** CASE DISPATCHED ON 09/02/2016 01:35:51 PM (GMT-08:00) Pacific Time (US & Canada) from WIP Dispatching to Region to Queue Western Region 2.

*** CASE ACCEPTED ON 09/06/2016 12:22:31 PM (GMT-08:00) Pacific Time (US & Canada) from Queue Western Region 2 to WIP 1. Mon.

*** CASE ASSIGNED ON 09/06/2016 12:23:41 PM (GMT-08:00) Pacific Time (US & Canada) [REDACTED] to BHardt-SO, WIP default

*** Phone - Call - Inbound created on 09/07/2016 01:41:37 PM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt
Wrt called cust, stated:

1. Calling in f/u to cust's A/C and trans. concerns; apologized.
2. Will be f/u with dlr further to assist with repair.
3. Will address further concerns along the way.

Cust states:

1. Put new trans. in.
2. Thinks it needs a new compressor, blowing hot.
3. Is taking to Kingman Kia today.

Wrt states:

1. Apologized.
2. Will review history and f/u further.

Cust thanked.

Wrt thanked.

Kia Motors America

Consumer Affairs Department

Page 9 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
Kingman		5XYPH4A17GG			38.000
AZ,		Prod. Date: 11/14/2014	Dealer:		Martin Swanty 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 - Internal created on 09/08/2016 08:40:35 AM (GMT-08:00) Pacific Time (US & Canada) and created by Ariston Crane
ECA reviewed

*** Notes - Dealer Contact created on 09/08/2016 10:44:45 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC called requested c/b

*** Notes - Dealer Contact created on 09/08/2016 10:46:26 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC called spoke to Levi (Svc Adv)

Wrt Sts:

1. Calling to obtain RO's
2. Gave cust info
3. Gave fax #

Levi Sts:

1. All of them?

Wrt Sts:

1. Yes please
2. Thanked

*** Notes - Dealer Contact created on 09/08/2016 10:49:21 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC called confirmed veh does not have history in svc

*** Notes - Dealer Contact created on 09/08/2016 10:56:51 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC called lvm for Martha requesting c/b

*** Notes - Dealer Contact created on 09/12/2016 10:58:20 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield

Kia Motors America

Consumer Affairs Department

Page 10 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
Kingman		5XYPH4A17GG			38.000
AZ,		Prod. Date: 11/14/2014	Dealer:		Martin Swanty KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

WECC called spoke to Jim (Svc Adv)

Wrt Sts:

1. Calling to obtain RO's
2. Gave cust info

Jim Sts:

1. The RO sts no work performed

Wrt Sts:

1. Is there a concern stated on the RO?

Jim Sts:

1. No

Wrt Sts:

1. Thanked

*** Notes - Dealer Contact created on 09/12/2016 11:03:53 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield

WECC called spoke to Xavier (Svc Adv)

Wrt Sts:

1. Calling to obtain RO's
2. Provided fax #
3. Provided cust info
4. Thanked

Xavier Sts:

1. Will get on that

*** Notes - Dealer Contact created on 09/12/2016 11:09:05 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield

WECC called lvm for Chris requesting c/b to obtain RO's

*** Phone - Call - Inbound created on 09/12/2016 11:47:01 AM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt

Wrt called cust, stated:

1. Calling in f/u to cust's A/C concern.

Cust states:

1. Hasn't taken over there yet.
2. Most of the time it's blowing cold, but it does happen intermittently.

Kia Motors America

Consumer Affairs Department

Page 11 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
Kingman		5XYPH4A17GG			38.000
AZ,		Prod. Date: 11/14/2014	Dealer:		Martin Swanty 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. If I turn it off veh, it'll go back to normal.
4. Want to see how concern fares, if it comes back consistently.

Wrt states:

1. What dlr will you be setting an appt with?

Cust states:

1. Jim Click Kia.
2. Towards end of month.

Wrt states:

1. Will f/u within that timeframe.

Cust thanked for call.

Wrt thanked.

*** Notes - Dealer Contact created on 09/22/2016 03:58:04 PM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt

Wrt called cust, stated:

1. Calling in f/u to cust's appt.
2. Want to verify if it'd been set.

Cus states:

1. Not yet, going to Tucson next Weds.
2. Concern happened again yesterday.
3. Will take it to Jim Click.
4. Thanked.

Wrt thanked.

*** Notes - Dealer Contact created on 09/28/2016 10:39:35 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield

WECC called spoke to Svc

Wrt Sts:

1. Calling about cust
2. Gave cust info
3. Cust said he would bring vehicle into svc
4. Has he made appointment?

Svc Sts:

1. I do not see any appointment made

Wrt Sts:

1. Thanked

Kia Motors America

Consumer Affairs Department

Page 12 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPH4A17GG	[REDACTED]	[REDACTED]	38.000
Kingman ,	AZ, [REDACTED]	Prod. Date: 11/14/2014	Dealer: [REDACTED]	Martin Swanty KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

*** Phone - Call - Inbound created on 09/30/2016 10:01:25 AM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt

Wrt called cust, stated:

1. Calling in f/u to cust's veh.

Cust states:

1. Veh is broken down.
2. May need whole new engine.
3. At dlr in Kingman.
4. Already had trans. and compressor replaced.
5. In loaner.

Wrt states:

1. Apologized.
2. ECR will continue to be involved.

Cust thanked.

Wrt thanked.

*** Notes - Dealer Contact created on 09/30/2016 12:16:08 PM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield

WECC called [REDACTED] requested c/b from Chris (Svc Adv)

*** Notes - Dealer Contact created on 10/04/2016 02:46:09 PM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield

WECC called [REDACTED] spoke to Svc Adv

Wrt Sts:

1. Calling to get update on veh
2. Gave cust info

Svc Sts:

1. Ordered an injector, an intake gasket, and a washer
2. The washer and intake gasket are in
3. The injector has an ETA of November
4. Should we put it on UPER?

Wrt Sts:

1. Please put it on UPER
2. Can I please have the part and order number

Kia Motors America
Consumer Affairs Department

Page 13 of 30

Last name	First name	VIN of	2016 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPH4A17GG	[REDACTED]	[REDACTED]	38,000
Kingman	, AZ,	[REDACTED]	Prod. Date: 11/14/2014	Dealer: [REDACTED]	Martin Swanty KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

Svc Sts:

1. Order #: [REDACTED]
2. Part #: [REDACTED] 2GTA0

Wrt Sts:

1. Will obtain updated ETA
2. Thanked

*** Notes - Internal created on 10/04/2016 03:15:44 PM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC requested ETA from MPA for Order #: [REDACTED] Part #: [REDACTED] 2GTA0

*** Notes - Internal created on 10/05/2016 06:41:06 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC confirmed with MPA that the ETA for Order #: [REDACTED] Part #: [REDACTED] 2GTA0 is 10/25

*** Notes - Dealer Contact created on 10/05/2016 09:45:10 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC called [REDACTED] spoke to Marco (Svc Adv)

Wrt Sts:

1. Calling to collect RO's
2. Gave cust info
3. Provided e-mail
4. Thanked

*** Phone - Call - Inbound created on 10/07/2016 10:33:40 AM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt
Wrt called cust, stated:
1. Calling in f/u to cust's engine concern; apologized.
2. Part is scheduled for 10/25, will keep update.

Cust thanked.

Wrt thanked.

Kia Motors America
Consumer Affairs Department

Page 14 of 30

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
Kingman	AZ	5XYPH4A17GG		38,000
Prod. Date: 11/14/2014		Dealer: Martin Swanty 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 - Manager Review created on 10/07/2016 03:37:58 PM (GMT-08:00) Pacific Time (US & Canada) and created by Teri Donnelly

Writer States:

1. Notes from duplicate case -parts uper order request-same concerns:
Part ordered for customer vehicle has been placed into the UPER status on 2016-10-04

Dealer Name :MARTIN & CODY SWANTY ENTR, INC MARTIN SWANTY KIA

Dealer Contact name:MARK SCHMITZ

Dealer Phone

Part No#

Order No#

Order Qty#

Dealer Comment: CAR DOWN IN SHOP. CUSTOMER ALREADY COMPLAINING TO KIA. UPGRADE PER KIA REP KRISTA

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

*** Phone - Call - Inbound created on 10/17/2016 10:44:21 AM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt

Wrt called cust, stated:

1. Calling in f/u to cust's veh.

Cust states:

1. P/u on Fri.
2. Now needs spark plugs, which are on b/o.

Wrt states:

1. Apologized.
2. Will acquire update and f/u.

Cust thanked.

Wrt thanked.

*** Phone - Call - Outbound created on 10/19/2016 10:57:26 AM (GMT-08:00) Pacific Time (US & Canada) and created by Travis Widener

Customer states

1. A/C blows hot and cold
2. Took to Tuscon A/C compressor was bad
3. Then immediatly after the transmission went out
4. Now the A/C is going in and out again.

Kia Motors America

Consumer Affairs Department

Page 15 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPH4A17GG	[REDACTED]	[REDACTED]	38.000
Kingman ,	AZ,	[REDACTED]	Prod. Date: 11/14/2014	Dealer: [REDACTED]	Martin Swanty KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

5. Then vehicle completely quits smells like gas
6. Kingman dealer says the plugs are bad and I have to pay for them
7. Coming back from Las Vegas engine cuts out and customer almost got hit.
8. Kingman dealer states Turbo is now out
9. I do not want to pay the 270.00 for the plugs

Writer states

1. Apologized

Customer states

1. Thank you

*** Notes - Dealer Contact created on 10/24/2016 09:36:37 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC called [REDACTED] spoke to Matt (Svc Adv)

Wrt Sts:

1. Calling to get an update on veh
2. Gave cust info

Mat Sts:

1. We are just waiting on the long block

Wrt Sts:

1. Cust stated that they needed new spark plugs, and it is cust pay?

Mat Sts:

1. Yes

Wrt Sts:

1. Will review covering the cost for spark plugs considering the history of the vehicle
2. Will keep you informed
3. Thanked

*** Notes - Internal created on 10/24/2016 10:12:12 AM (GMT-08:00) Pacific Time (US & Canada) and created by Robin Liston
ECA reviewed.

*** Notes - Dealer Contact created on 10/25/2016 09:25:08 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
EECC called [REDACTED] spoke to Matt (Svc Adv)

Wrt Sts:

Kia Motors America

Consumer Affairs Department

Page 16 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPH4A17GG	[REDACTED]	[REDACTED]	38.000
Kingman ,	AZ, [REDACTED]	Prod. Date: 11/14/2014	Dealer: [REDACTED]	Martin Swanty KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

1. Calling to discuss customer
2. Gave cust info
3. Has engine arrived yet?
4. It was scheduled to arrive today

Matt Sts:

1. I have not seen it yet

Wrt Sts:

1. Reviewed vehicle history
2. Will cover spark plugs for customer
3. I see you quoted the customer \$250
4. Can we get that at warranty rates?

Matt Sts:

1. That should not be a problem

Wrt Sts:

1. Do you have the cost handy at the moment?

Matt Sts:

1. Not right now

Wrt Sts:

1. Can I have the RO #?

Matt Sts:

1. [REDACTED]

Wrt Sts:

1. I will follow up 10/27 to check on engine status, and get pricing for spark plugs
2. Thanked

*** Notes - Dealer Contact created on 10/27/2016 10:04:07 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC called [REDACTED] spoke to Jim (Svc Manager)

Wrt Sts:

1. Calling to get update on veh
2. Gave cust info

Jim Sts:

1. Part is not here yet

Wrt Sts:

1. Agreed to replace spark plugs
2. Provided K case to Matt
3. Would like warranty rates

Kia Motors America

Consumer Affairs Department

Page 17 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPH4A17GG	[REDACTED]	[REDACTED]	38.000
Kingman ,	AZ, [REDACTED]	Prod. Date: 11/14/2014	Dealer: [REDACTED]	Martin Swanty KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

Jim Sts:

1. No labor, warranty rates are \$21 each, total of \$84

Wrt Sts:

1. Please transfer me to parts
2. Thanked

TRANSFERRED TO PARTS

Wrt Sts:

1. Getting update on part
2. Gave cust info

Mark Sts:

1. Part is here

Wrt Sts:

1. Please let Matt and Jim know
2. I do not think they are aware
3. Thanked

*** Phone - Call - Inbound created on 10/27/2016 10:07:48 AM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt

Wrt called cust, stated:

1. Calling in f/u to cust's veh and concerns.
2. Advised spark plugs will be covered.
3. Awaiting update from dlr.

Cust states;

1. Dlr said catalytic converter may be going out.
2. Has that been told to you?

Wrt states:

1. Not yet, but will receive any new updates upon f/u.

Cust thanked.

Wrt thanke.d

*** Notes - Internal created on 10/27/2016 10:10:18 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield

See below on my details for the repair.

Dealer Goodwill CA Authorization

PWA # (Kcase): [REDACTED]

Dealer Name: Martin Swanty Kia

Dealer Code: [REDACTED]

Kia Motors America

Consumer Affairs Department

Page 18 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
Kingman		5XYPH4A17GG			38.000
AZ,		Prod. Date: 11/14/2014	Dealer:		Martin Swanty KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

Date of Approval: 10/25/16

Dealer Contact: Jim, Service Manager/ Matt, Service Advisor

Est. Repair Cost: \$84.00

Description of approved repair: Replacing spark plugs, no labor cost

(Include all approved components, labor, sublet, etc.)

ANY FURTHER CHARGES THAN THOSE LISTED ABOVE ARE SUBJECT TO MY APPROVAL ONLY.

*** Notes - Dealer Contact created on 10/31/2016 09:23:13 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC called [REDACTED] lvm for Jim (Svc Manager)

*** Notes - Dealer Contact created on 10/31/2016 10:02:58 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC received c/b from Jim (Svc Manager)

Jim Sts:

1. Returning call
2. Gave cust info

Wrt Sts:

1. Spoke to Mark who informed me part was there
2. Following up on repairs

Jim Sts:

1. When we started the repaired we saw that the Cadillac converter was melted
2. Ordered that, should be here today

Wrt Sts:

1. ETA on repairs?

Jim Sts:

1. If part comes in today, hopefully 11/1

Wrt Sts:

1. Will follow up 11/1
2. Thanked

*** Notes - Dealer Contact created on 11/01/2016 02:13:50 PM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC called [REDACTED] was advised to c/b to speak to Jim (Svc Manger)

Kia Motors America
Consumer Affairs Department

Page 19 of 30

Last name	First name	VIN of	2016 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPH4A17GG	[REDACTED]	[REDACTED]	38,000
Kingman ,	AZ,	Prod. Date:	11/14/2014	Dealer:	Martin Swanty 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 - Dealer Contact created on 11/01/2016 03:23:09 PM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC called [REDACTED] spoke to Jim (Svc Manager)

Wrt Sts:

1. Calling to get update on veh
2. Gave cust info
3. Did part arrive?

Jim Sts:

1. No, we had to place it on UPER

Wrt Sts:

1. Will obtain ETA
2. Thanked

*** Notes - Internal created on 11/02/2016 08:22:29 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC requested ETA from MPA for Part # [REDACTED] Order# [REDACTED] 67

*** Phone - Call - Inbound created on 11/02/2016 01:34:39 PM (GMT-08:00) Pacific Time (US & Canada) and created by Brenda Hernandez
Writer called customer and states:

1. Following up with concerns with vehicle
2. Advised waiting on updates from dealership

Customer states:

1. Thank you

*** Notes - Dealer Contact created on 11/04/2016 08:51:38 AM (GMT-08:00) Pacific Time (US & Canada) and created by Jeremy Carrifee
Part ordered for customer vehicle has been placed into the UPER status on 2016-10-21

Dealer Name :MARTIN & CODY SWANTY ENTR, INC MARTIN SWANTY KIA
Dealer Contact name:MARK SCHMITZ
Dealer Phone [REDACTED]
Part No# [REDACTED]
Order No# [REDACTED]
Order Qty# :00001

Kia Motors America
Consumer Affairs Department

Page 20 of 30

Last name	First name	VIN of	2016 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPH4A17GG	[REDACTED]	[REDACTED]	38,000
Kingman	AZ	Prod. Date: 11/14/2014	Dealer: [REDACTED]	Martin Swanty KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

Dealer Comment: 2016 MODEL DOWN IN SHOP CUSTOMER IN RENTAL

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

*** NOTES 11/01/2016 09:49 AM US Mountain Daylight Time JCarrifee Action Type:Dealer contact

Writer states:

1. Called DLR [REDACTED]
2. Spoke to parts asked if part was received?

Parts states:

1. No not yet it should be any day.

Writer states:

1. Thank you

*** PHONE LOG 11/01/2016 09:49 AM US Mountain Daylight Time JCarrifee Action Type:Outgoing call

Writer states:

1. Called customer no answer no VM

*** PRIORITY CHANGE 11/03/2016 09:46:13 AM JCarrifee

*** NOTES 11/04/2016 07:45 AM US Mountain Daylight Time JCarrifee Action Type:Dealer contact

Writer states:

1. Called DLR spoke to Joey in parts.
2. Asked about part

Joey states:

1. Part has not arrived

writer states:

- 1 Spoke to Mark in Service

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address [REDACTED] Kingman Az [REDACTED]

VIN: 5XYPH4A17GG

MY and Mileage: 2016 Sorento

Most recent RO# and Open Date: [REDACTED]

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

Most recent Repair Issue and Diagnosis: Customer says,

Able to Duplicate (Y or N): y

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

Repair History of current concern with dates and mileage:n

ETA for completion of repairs (if applicable): waiting on part

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

Dealer Phone [REDACTED]

Part No# [REDACTED] 2G1A1

Order No# [REDACTED]

Kia Motors America

Consumer Affairs Department

Page 21 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPH4A17GG ██████████	██████████	38.000
Kingman ,	AZ, ██████████	Prod. Date: 11/14/2014	Dealer: ██████████	Martin Swanty KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

Order Qty# :00001

Techline Case (if applicable) ██████████

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

Dealer contacted DPSM (if needed): y

Vehicle repaired?:n

Customer has possession?: n

Dealer Code/Selling Dealer (Y or N): ██████████/y

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

*****End of duplicate case notes from ██████████

*** Notes - Dealer Contact created on 11/10/2016 10:56:59 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC called ██████████ spoke to Jim (Svc Manager)

Wrt Sts:

1. Calling to get update on veh
2. Gave cust info

Jim Sts:

1. ETA for part is 11/17

Wrt Sts:

1. Will follow up after then
2. Thanked

*** Phone - Call - Inbound created on 11/11/2016 09:33:12 AM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt

Wrt called cust, stated:

1. Calling in f/u to cust's veh.
2. Updated on part ETA.
3. Will f/u.

Cust states:

1. Ok.
2. Still making payments.

Wrt states:

1. Will review comp. once repaired.

Cust thanked.

Wrt thanked.

Kia Motors America

Consumer Affairs Department

Page 22 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPH4A17GG	██████████	██████████	38.000
Kingman ,	AZ, ██████████	Prod. Date: 11/14/2014	Dealer: ██████████	Martin Swanty 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 - Dealer Contact created on 11/17/2016 10:07:55 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
EECC called ██████████ spoke to Jim (Svc Manager)

Wrt Sts:

1. Calling to see if part arrived
2. Gave cust info

Jim Sts:

1. Not yet
2. We should know by 3:30

Wrt Sts:

1. Thanked

*** Notes - Dealer Contact created on 11/18/2016 11:41:33 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC called ██████████ lvm for Jim (Svc Manager) requesting c/b

*** Notes - Dealer Contact created on 11/21/2016 11:52:08 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
EECC called ██████████ spoke to Jim (Svc Manager)

Wrt Sts:

1. Calling to get update on veh
2. Gave cust info

Jim Sts:

1. She picked it up Saturday

Wrt Sts:

1. Please send all RO's
2. Provided e-mail
3. Thanked

*** Phone - Call - Inbound created on 11/21/2016 03:19:48 PM (GMT-08:00) Pacific Time (US & Canada) and created by Gail Bolek

Customer states: ██████████

1. I just got the vehicle back

Kia Motors America

Consumer Affairs Department

Page 23 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
Kingman		5XYPH4A17GG			38.000
AZ,		Prod. Date: 11/14/2014	Dealer:		Martin Swanty KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

2. Do you see my case notes (yes)
3. The dealer has had the car for 4 months
4. Im broke down now on the side of the road because theres black smoke from the vehicle
5. I want a rental car
6. The dealer told me that they couldn't get me a rental
7. They don't know whats wrong with it
8. Im sitting on the side of the road now
9. I want a rental with out having them be able to diagnose this
10. I know this isn't your fault
11. But a Kia rep has been calling me every week
12. I want someone to call this dealer and tell them to give me a rental with out them diagnosing the car
13. I cant drive it.

Writer states:

1. Apologized
2. Writer cant make a determination on a rental
3. Writer sees BHardt is working on this case
4. Advised writer can see if BHardt is available if not it will go to the VM

Customer states:

1. Ok thank you

WRITER TRANSFERRED TO BHARDT VM

*** Phone - Call - Inbound created on 11/22/2016 07:20:04 AM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt

Wrt called cust, stated:

1. Apologized for continued concerns with veh.
2. Where you able to obtain rental?

Cust states:

1. Yes, dlr provided yesterday.
2. Is at
3. Knew it wasn't right when I picked it up.
4. Had no power and turbo was like a siren.
5. How does this get declared a lemon?

Wrt states:

1. Referred to WCIM.
2. Request is noted in case.
3. KMA will continue to fix veh under warranty terms.
4. Will review compensation once veh is repaired.

Cust thanked

Kia Motors America

Consumer Affairs Department

Page 24 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPH4A17GG	██████████	██████████	38.000
Kingman ,	AZ, ██████████	Prod. Date: 11/14/2014	Dealer: ██████████	Martin Swanty KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

Wrt thanked.

*** Notes - Dealer Contact created on 11/22/2016 09:41:55 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield

WECC called ██████████ spoke to Levi (Svc Adv)

Wrt Sts:

1. Calling to collect all cust copy RO's
2. Provide cust info
3. Provided fax #
4. Thanked

*** Notes - Dealer Contact created on 11/22/2016 09:47:49 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield

WECC called ██████████ spoke to Chris (Svc Adv)

Wrt Sts:

1. Calling about cust
2. Gave cust info
3. Saw vehicle came back into service

Chris Sts:

1. Yes

Wrt Sts:

1. Have you been able to diagnose the vehicle?

Chris Sts:

1. We are looking at one other, then this one
2. Should have an answer by tonight

Wrt Sts:

1. Will follow up tomorrow
2. Will you please send all previous cust copy RO's
3. Would like to view vehicle history
4. Provided fax #
5. Thanked

*** Notes - Internal created on 11/22/2016 10:06:16 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield

WECC attached RO's to the subcase

Kia Motors America

Consumer Affairs Department

Page 25 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPH4A17GG	██████████	██████████	38.000
Kingman ,	AZ, ██████████	Prod. Date: 11/14/2014	Dealer: ██████████	Martin Swanty 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 - Dealer Contact created on 11/28/2016 09:17:05 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC called ██████████ spoke to Mike (Svc Adv)

Wrt Sts:

1. Is Chris available?

Mike Sts:

1. He is out sick
2. Will be back tomorrow

Wrt Sts:

1. Thanked

*** Notes - Dealer Contact created on 11/28/2016 09:25:37 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC called ██████████ spoke to Levi (Svc Adv)

Wrt Sts:

1. Following up on RO's
2. Provided cust info
3. Provided fax #
4. Thanked

*** Notes - Internal created on 11/29/2016 07:05:48 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
EECC attached RO's from ██████████ to subcase

*** Phone - Call - Inbound created on 11/29/2016 10:12:44 AM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt
Wrt called cust, stated:

1. Calling in f/u to cust's veh.
2. Advised ECR remains involved.
3. Will review monetary GW for repeat concerns once veh is repaired.

Cust states:

1. Thank you, frustrating since I haven't had veh.
2. Dlr said they're waiting on engine.
3. Thanked.

Wrt thanked.

Kia Motors America

Consumer Affairs Department

Page 26 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPH4A17GG	██████████	██████████	38.000
Kingman ,	AZ, ██████████	Prod. Date: 11/14/2014	Dealer: ██████████	Martin Swanty 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 - Dealer Contact created on 11/29/2016 03:22:46 PM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC called ██████████ lvm for Chris (Svc Adv) to get update on veh

*** Notes - Internal created on 11/30/2016 09:29:42 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
EECC confirmed that Part #: ██████████ 2GTA1 Order #: ██████████ is on UPER requesting ETA from MPA.

*** Notes - Internal created on 12/07/2016 09:45:18 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
WECC confirmed that the ETA for Part #: ██████████ 2GTA1 Order #: ██████████ in 12/19

*** Phone - Call - Inbound created on 12/07/2016 09:59:34 AM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt
Wrt called cust, line rang then disconnected after four rings.
Will c/b 12/12.

*** Phone - Call - Inbound created on 12/14/2016 06:41:21 AM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt
Wrt called cust, LVM:
1. Calling in f/u to cust's part; ETA 12/19.
2. Will f/u; provided contact info.

*** Notes - Internal created on 12/16/2016 10:20:43 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
EECC confirmed that the ETA for Part #: ██████████ 2GTA1 Order #: ██████████ is 12/19

*** Notes - Dealer Contact created on 12/20/2016 11:44:53 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield

Kia Motors America

Consumer Affairs Department

Page 27 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	TERRY	5XYPH4A17GG	██████████	██████████	38.000
Kingman ,	AZ, ██████████	Prod. Date: 11/14/2014	Dealer: ██████████	Martin Swanty KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

WECC called ██████████ spoke to Jim (Svc Manager)

Wrt Sts:

1. Calling to get update on veh
2. Gave cust info

Jim Sts:

1. No converter yet
2. Checked online and it was released yesterday, ETA moved to the ██████████

Wrt Sts:

1. Will try to get update on part
2. Thanked

*** Notes - Dealer Contact created on 12/22/2016 01:23:13 PM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
EECC called ██████████ spoke to Matt (Svc Adv)

Wrt Sts:

1. Calling to get update on veh
2. Gave cust info

Matt Sts:

1. Picked up today

Wrt Sts:

1. Please send most recent RO
2. Provided fax #
3. Thanked

*** Phone - Call - Inbound created on 12/27/2016 08:41:33 AM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt
Wrt called cust, stated:

1. Calling in f/u to cust's recent dlr visit.
2. Want to ensure concerns were resolved?

Cust states:

1. They replaced everything under the hood.
2. Everything is working great so far!

Wrt states:

1. happy to hear!
2. Due to concerns, want to provide compensation.
3. How much are your car payments?

Cust states:

Kia Motors America

Consumer Affairs Department

Page 28 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPH4A17GG	[REDACTED]	[REDACTED]	38.000
Kingman ,	AZ,	[REDACTED]	Prod. Date: 11/14/2014	Dealer: [REDACTED]	Martin Swanty KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

1. \$630 a month, approx.

Wrt states:

1. Can reimburse for 2 car payments as one time GW.

Cust states:

1. That's it?!
2. Veh was down for a month in Tucson and 3 weeks in Kingman

Wrt states:

1. Yes.

Cust states:

1. Ok, I'll accept that.

Wrt states:

1. Request car payment statement.
2. Will send pair of docs for sig.
3. Once signed, scanned and received, will send check in 4-6 weeks.

Cust thanked.

Wrt thanked.

*** Phone - Call - Inbound created on 01/10/2017 09:38:07 AM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt

Wrt called cust, stated:

1. Haven't received payment statement.
2. Did you receive my last email?

Cust states:

1. Been away from docs.
2. Can send contract once back in Kingman, in Tucson now.

Wrt states:

1. Contract would do just fine.
2. Require doc. that shows VIN and payment statement, for verification.

Cust states:

1. Compressor went out last week.
2. Luckily they had one out on the lot.
3. No further issues with veh.

Wrt states:

1. Will reach out to [REDACTED] to obtain most recent RO and contract.

Cust thanked for call.

Wrt thanked.

Kia Motors America

Consumer Affairs Department

Page 29 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPH4A17GG	[REDACTED]	[REDACTED]	38.000
Kingman ,	AZ, [REDACTED]	Prod. Date: 11/14/2014	Dealer: [REDACTED]	Martin Swanty 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 - Dealer Contact created on 01/13/2017 09:15:18 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
EECC called [REDACTED] spoke to Scott (Sales)

Wrt Sts:

1. Calling to collect sales contract
2. Gave cust info

Scott Sts:

1. We do not have sales contracts from two years ago in store
2. I can e-mail storage and ask them to send it over
3. What is your e-mail address?

Wrt Sts:

1. Provided e-mail address
2. Thanked

*** Notes - Internal created on 01/13/2017 10:31:46 AM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
EECC attached sales contract to subcase

*** Phone - Others created on 01/17/2017 07:27:41 AM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt
GW/release letters sent to cust.

*** Notes - Internal created on 01/18/2017 03:01:03 PM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
EECC submitted GW [REDACTED] for review/ processing

*** Phone - Call - Outbound created on 02/21/2017 06:40:20 AM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt
VM received from cust 2/20 at 1158 AM requesting GW status.

*** Phone - Call - Inbound created on 02/21/2017 07:58:15 AM (GMT-08:00) Pacific Time (US & Canada) and

Kia Motors America

Consumer Affairs Department

Page 30 of 30

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPH4A17GG	[REDACTED]	[REDACTED]	38.000
Kingman ,	AZ, [REDACTED]	Prod. Date: 11/14/2014	Dealer: [REDACTED]	Martin Swanty KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Air Conditioning

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Air Conditioner Operation

Created by Bruce Hardt

Wrt called cust, stated:

1. Calling in f/u to cust's GW check.
2. Is being processed still.
3. Will likely receive in a few weeks.

Cust states:

1. Thanked.

Wrt thanked.

*** Notes - NCA Corresponding Sent created on 03/10/2017 03:45:05 PM (GMT-08:00) Pacific Time (US & Canada) and created by Krysta Penfield
EECC mailed check [REDACTED] to cust via USPS

*** Phone - Call - Outbound created on 03/14/2017 10:51:04 AM (GMT-08:00) Pacific Time (US & Canada) and created by Bruce Hardt
Wrt called cust, stated:
1. Advised check sent; will receive in 1-2 weeks.

Cust thanked.

Wrt thanked

*** CASE CLOSED ON 03/14/2017 10:52:07 AM (GMT-08:00) Pacific Time (US & Canada)
Status = Closed, Resolution Code = [REDACTED]-Goodwill Issued.

Kia Motors America

Consumer Affairs Department

Page 1 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPGDA31GG	[REDACTED]	[REDACTED]	20
Plattsburgh	NY, [REDACTED]	Prod. Date: 04/06/2015	Dealer: [REDACTED]	Della 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 03/30/2017 11:55 AM Eastern Daylight Time KStatzer Action Type:Dealer contact

PL cust alleges:vehicle caught fire

Forward to National

1.PL cust alleges:vehicle caught fire

2.Vehicle is currently down at a tow yard

3.Cust is requesting to repair the damages or get him out of the lease

4.Please contact customer with resolution

*** PHONE LOG 03/30/2017 11:55 AM Eastern Daylight Time KStatzer

Cust states:

1.vehicle had caught fire

2. burt the back right corner of the passensger side

Wtr states:

1. Apologized

2. I will send this over to National

Cust states:

1. thank you

*** PHONE LOG 03/31/2017 08:50 AM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr LVM for John Coryea

*** PHONE LOG 03/31/2017 02:09 PM Eastern Daylight Time Tlcnhour Action Type:Incoming call

Cust states

1 Someone was suppose to call cust within 72 hours.

2 Cust needs veh, mine caught fire.

Wrt states

1 Apologized

2 Advised that NCA attempted to contact cust earlier

3 Did cust receive VM

Cust states

1 No

Wrt states

1 Attempted to reach NCA

2 Left VM for GVillela to call cust back at [REDACTED]

Cust states

1 Thank you

Wrt states

1 Thank you

Kia Motors America

Consumer Affairs Department

Page 2 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA31GG			20
Plattsburgh	NY,	Prod. Date: 04/06/2015	Dealer:		Della KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 04/03/2017 05:55 AM US Mountain Daylight Time RMontano Action Type:Outgoing call

Cust states

1. I am calling because my veh was caught on fire
2. I have been without a veh since wednesday

Wrt states

1. I apologize for your inconvenience
2. Please hold so I can try to contact your case manager

Wrt contacts NCA Left VM for GVillela to call cust back at

Customer disconnected

*** PHONE LOG 04/03/2017 07:02 AM US Mountain Daylight Time NKoob Action Type:Outgoing call

Cust alleges

1. Wednesday night, my car caught on fire.
2. The dealer we had it towed to refused the veh.
3. I was expecting KCAC to coordiante the whole process with the dlr as well.
4. Why should I be responsible to call the dlr?
5. So I guess my car is sitting on the back of a truck in a tow yard somewhere, I don't know.
6. I'm very frustrated
7. I want a car, I'm amazed I haven't been provided with one yet.

Writ states

1. Apologized.
2. I see this case has been escalated to our National department

Cust alleges

1. Yeah, Gustavo.
2. He doesn't like to answer his phone.
3. I need some more information.
4. Do you know why he hasn't called me back?

Writ states

1. No ma'am, I don't.
2. We are on a different time zone out here. It may be he hasn't come in to work yet.
3. It's not even 8 AM out here.

Cust alleges

1. So he'll be in at 8.

Writ states

1. I don't know that, I don't know his schedule.
2. I do know he'll receive ample notification that we've spoken.
3. He will be able to get back in touch with you.

Cust alleges

1. Today.
2. I want him to call me on my cell phone.
- 3.
4. Thank you.

Kia Motors America

Consumer Affairs Department

Page 3 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPGDA31GG	██████████	██████████	20
Plattsburgh	NY, ██████████	Prod. Date: 04/06/2015	Dealer: ██████████	Della KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 04/03/2017 01:13 PM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr spoke with ██████████:

1. Asked for description
2. ██████████ stated wife drove home, parked, and they noticed fire about 10 mins later
3. Wtr asked for pictures and report
4. I have a picture and report
5. Wtr asked if insurance was involved
6. ██████████ stated "insurance shouldnt be involved when its your fault"
7. Wtr gave email

call ended

*** PHONE LOG 04/04/2017 08:07 AM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr received picture from ██████████
attached

*** PHONE LOG 04/04/2017 08:17 AM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr received call from ██████████:

1. ██████████ asked for location of vehicle
2. She advised kia took vehicle to nearst dealership but the dlr did not take the car
3. ██████████ stated she would also like a rental
4. Wtr advised will call rsa and dlr for more info

call ended

*** PHONE LOG 04/04/2017 03:11 PM Eastern Daylight Time TTYe Action Type:Outgoing call

cust called in

1. I need to sw case manager

wrt states

1. APologized
2. Advised will see if available
3. Called number for case mgr
4. Transferred to leave vm as not available

*** PHONE LOG 04/04/2017 01:31 PM US Mountain Daylight Time RMontano Action Type:Outgoing call

Cust states

1. I need to speak with case manager
2. He has not called me back
3. my husband took the picture and sent it to him
4. Nobody called back
5. My veh was not accepted at the dealership
6. My veh is with the towing company
7. It was suppose to be taken at the dealership to be diagnosed
8. Dealership rejected my veh

Kia Motors America

Consumer Affairs Department

Page 4 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA31GG			20
Plattsburgh	NY,	Prod. Date: 04/06/2015	Dealer:		Della KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Wrt states

1. I contacted my manager
2. He mentions that National did contact you yesterday
3. National will be working on your case
4. What I can do is doc and ask him to call you back

Cust states

1. Ok Thank you

*** PHONE LOG 04/04/2017 02:11 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for

*** PHONE LOG 04/05/2017 11:21 AM Eastern Daylight Time KSmith Action Type:Incoming call
cust states:

1. .
2. Calling to get an update on this case.
3. I want to speak to someone higher than my case manager.

wrt states:

1. Apologized.
2. Advised customer to leave a voicemail stating they want to speak to someone higher.
3. Advised customer that I will update the case notes.

cust states:

1. Ok, thank you.

*** PHONE LOG 04/07/2017 11:50 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke with 4/6/17:

1. Advised on inspection
2. Will call to have vehicle towed to Della Kia
3. Offered rental assistance
4. Cust accepted

call ended

*** PHONE LOG 04/07/2017 11:51 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Vehicle towed to della kia on 4/7/17

*** NOTES 04/07/2017 11:57 AM Pacific Daylight Time GVillela Action Type:Dealer contact
Wtr spoke with Jeff, service manager:

1. Jeff confirmed vehicle is in lot
2. Also verified customer in rental
3. Wtr thanked

Kia Motors America

Consumer Affairs Department

Page 5 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA31GG			20
Plattsburgh	NY,	Prod. Date: 04/06/2015	Dealer:		Della KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

call ended

*** NOTES 04/12/2017 08:26 AM Pacific Daylight Time GVillela Action Type:Dealer contact

[!<For Internal Use Only

Coordinating inspection time with engineers>!]

*** NOTES 04/21/2017 02:04 PM Pacific Daylight Time GVillela Action Type:Dealer contact

[!<For Internal Use Only

Reviewed case with management, pending inspection time>!]

*** PHONE LOG 04/28/2017 01:20 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for Jeff, Service department

*** PHONE LOG 05/01/2017 10:17 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke with Jeff, service manager:
1. Asked for estimate of repairs
2. Jeff stated that it would take a couple of days to call a body shop, but it will be done
3. Wtr gave phone number and email

call ended

*** PHONE LOG 05/05/2017 12:07 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke with ,
1. She advised rental company states rental needs to be returned
2. Wtr advised would call service manager to clear up rental until investigation is over
3. thanked, call ended

*** PHONE LOG 05/05/2017 12:23 PM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr spoke with Jeff, service manager:
1. Advised he would call herts to extend contract

call ended

*** NOTES 05/05/2017 12:23 PM Pacific Daylight Time GVillela Action Type:Dealer contact
Wtr received email from Jeff, service manager:
1. "Hi Gus,

As promised, I called Hertz Rental car. They said ok to the extension but are anxious to know the exact return date and want to hear from me on Monday with an update. Let me know when you do. Thanks,"

*** PHONE LOG 05/09/2017 10:22 AM Pacific Daylight Time GVillela Action Type:Outgoing call
Wtr LVM for

Kia Motors America

Consumer Affairs Department

Page 6 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA31GG			20
Plattsburgh	NY,	Prod. Date: 04/06/2015	Dealer:		Della KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** PHONE LOG 05/10/2017 07:23 AM Pacific Daylight Time GVillela Action Type:Outgoing call

Wtr spoke with [REDACTED] on 5/9/17

1. Advised would need sales contract
2. Wtr gave email and fax
3. Phyliss stated she would email
4. Wtr thanked

call ended

*** Phone - Call - Inbound created on 05/15/2017 16:41:12 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr sent 2 option letter to cust.
see attachment

*** Phone - Call - Inbound commitment created on 05/15/2017 16:42:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/22/2017 and created by Gustavo Villela ***

*** 05/15/2017 16:44:04 (GMT-08:00) Pacific Time (US & Canada) ***

[REDACTED] Offer.pdf added by Gustavo Villela on 05/15/2017 16:44:04

*** Phone - Call - Inbound created on 05/17/2017 09:20:57 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with [REDACTED]

[REDACTED] stated:

1. I have a question about option 2
2. So youre just giving me \$16,000
3. What about my lease?

Wtr stated:

1. Well maam, the offer is the value of the vehicle
2. I can review with my supervisor

[REDACTED]:

1. I need to speak with him
2. What is his information

Wtr gave contact info to [REDACTED]

Call ended

*** 05/19/2017 15:11:34 (GMT-08:00) Pacific Time (US & Canada) ***

[REDACTED] Letter.pdf added by Gustavo Villela on 05/19/2017 15:11:34

*** Phone - Call - Inbound created on 05/19/2017 15:30:44 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with [REDACTED]

1. [REDACTED] advised her payout for veh is \$4,412.52
2. Wtr advised he would revise letter and review with supervisor

Kia Motors America

Consumer Affairs Department

Page 7 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPGDA31GG	[REDACTED]	[REDACTED]	20
Plattsburgh	NY, [REDACTED]	Prod. Date: 04/06/2015	Dealer: [REDACTED]	Della KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

call ended

*** Phone - Call - Inbound created on 05/19/2017 15:35:04 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr reviewed with supervisor

*** Phone - Call - Inbound created on 05/19/2017 15:35:22 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with [REDACTED]:
1. Advised that the payoff seems low for a lease
2. it may be lease end price

[REDACTED]
1. So If the payoff is \$24,000, I would have to pay 8000?

Wtr stated :

1. Yes, to pay off

[REDACTED]:
1. I don't understand this
2. You will be expecting a call from someone who can understand this.

call ended

*** Phone - Call - Outbound created on 05/19/2017 16:02:37 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with [REDACTED] and stated:

1. calling in reference to vehicle
2. understand you were speaking with CSR and asked to speak with me
3. how may I assist you

[REDACTED] state:

1. how can you assist me?
2. don't you know about my case?

Wtr stated:

1. apologized
2. I understand we inspected the vehicle at the end of April and could not find a manufacturing concern
3. I also understand we feel sorry for your situation and wanted to offer you two options
4. I understand you wanted to speak with me as you might have some questions in reference to the offers

[REDACTED] stated:

1. I don't like option 2
2. I still have payments left on the lease and after the lease is up, I would owe 21,000 to buy it
3. with this option, you would get the vehicle and after all is said and done I would owe 8,000 still

wtr stated:

1. again apologized
2. I don't know if you are in contact with your insurance company, but if they inspect the vehicle and feel its a manufacturing concern they would subrogate to kia

[REDACTED] stated:

Kia Motors America

Consumer Affairs Department

Page 8 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPGDA31GG	[REDACTED]	[REDACTED]	20
Plattsburgh	NY, [REDACTED]	Prod. Date: 04/06/2015	Dealer: [REDACTED]	Della KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

1. its not my fault this happened, this is a manufacturing concern

wtr stated:

1. again I do apologize
2. from our inspection, I was advised they could not find a manufacturing concern

[REDACTED] stated:

1. I have asked CSR for that in writing
2. I will not be signing either offer as it doesn't do anything for me

wtr stated:

1. that's not a problem as you do not have to sign the offer
2. again, we could not find a manufacturing concern and would be referring you to your insurance company
3. in reference to the letter, I will make sure CSR sends that out to you

*** Phone - Call - Inbound created on 05/22/2017 13:29:23 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Wtr spoke with dlr and confirmed if customer does not accept any offer, unfortunately KMA will no longer be paying for rental fees

*** Phone - Call - Inbound created on 05/22/2017 13:32:34 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

[REDACTED] left voicemail for wtr

1. I gave all the information to my attorney
2. call me back to tell me who my attorney contacts

*** Phone - Call - Outbound created on 05/22/2017 13:33:20 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with Steve at Hertz [REDACTED]

1. Steve advised there is no branch manager
2. wtr advised would only be paying rental thru today
3. Steve advised will put in notes in system
4. Steve advised vehicle is due back tomorrow as well so they will be contact customer

*** Phone - Call - Outbound created on 05/22/2017 13:34:24 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr left voicemail for [REDACTED]

1. you can pass along my or CSR's contact info to your attorney
2. also wanted to remind you of the offer letter being due today
3. again, if you do not wish to work with KMA then we would not be paying further on the rental
4. please call back with any questions

*** Phone - Call - Outbound created on 05/22/2017 13:35:47 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with [REDACTED]

1. received voicemail from your wife and left her a message
2. also wanted to reach out to you
3. if you do get representation then you can pass along my contact info
4. in reference to the offer letter and rental, those would be due today
5. we would also not be paying further for the rental

Kia Motors America

Consumer Affairs Department

Page 9 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPGDA31GG	██████████	██████████	20
Plattsburgh	NY, ██████████	Prod. Date: 04/06/2015	Dealer: ██████████	Della KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

██████████ stated:

1. but the car burnt down and you want us to pay \$8,000
2. that just isn't right
3. you aren't taking care of your customers

wtr stated:

1. apologized
2. again from my understanding is that we inspected the vehicle and could not find manufacturing concern
3. with that and you being our customer we did wish to offer 2 options for you
4. I do apologize if you do not like either of them
5. you can speak with your insurance company and if they feel its a manufacturing concern then they would be contacting us via subrogation
6. one of the other options is getting into another kia via SOC and there would be a lesser mileage fee

john stated:

1. *****speaking to someone in background*****
2. we will just give this to our attorney
3. thank you

wtr stated:

1. thank you

*** Phone - Call - Inbound created on 05/23/2017 12:30:57 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Justin Meyer left voicemail for wtr:

1. I represent the clients
2. can you please call me back at ██████████

*** Phone - Call - Outbound created on 05/23/2017 12:50:41 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with Justin Meyer and stated:

1. returning your call
2. how may I assist you

Justin stated:

1. yes I represent the customers
2. I have a couple of questions
3. I understand the vehicle was inspected and I am looking to get a copy of that report

wtr stated:

1. apologized
2. we did have somebody inspect the vehicle and there was no report

Justin stated:

1. so no report?

wtr stated:

1. yes that is correct

Justin stated:

1. so how were you notified of the inspection

Kia Motors America

Consumer Affairs Department

Page 10 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA31GG			20
Plattsburgh	NY,	Prod. Date: 04/06/2015	Dealer:		Della KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

wtr stated:

1. an engineer inspected the vehicle and when he came back to KMA, it was verbally given

Justin stated:

1. oh, so somebody from KMA inspected?

wtr stated:

1. yes, that is correct

Justin stated:

1. then why did you offer the offer letter

wtr stated:

1. as from what I understand we could not find a manufacturing concern with the vehicle
2. with the vehicle being newer and to try to make your clients happy, we wanted to offer them options
3. as we also advised your client, they can also contact their insurance company and if they feel its due to manufacturing concern they would also be in contact with us via subrogation

Justin stated:

1. since you couldn't find a manufacturing concern, did you find any cause?

Wtr stated:

1. I do not believe any cause was found but would have to double check

Justin stated:

1. well the bottom line is both options for them just don't work
2. I can see the KBB value goes up to about 18,000 and you offered 16,000
3. If they do the repurchase, they would still owe 8,000
4. if they opted for the replacement, then they would have to pay 3,000 in MI feels
5. how did you get that figure?

wtr stated:

1. I don't have the figures in front of my but typically we would take a look at how many miles the vehicle was driven and the purchase price of the vehicle
2. typically we would also reduce some of the MI fee
3. again I would need to double check that

Justin stated:

1. well they just want to be done with the vehicle
2. [REDACTED] was injured from the fire
3. there is properly damage as well from the fire
4. they are just looking to recoup all this
5. I want to see if we can make this happen, if not then we need to proceed

wtr stated:

1. apologized
2. please forward over the letter of representation as well as any documents or requests for review.

wtr gave email address to Justin.

*** Phone - Call - Inbound commitment fulfilled on 05/25/2017 15:15:14 (GMT-08:00) Pacific Time (US & Canada)

Kia Motors America

Consumer Affairs Department

Page 11 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA31GG			20
Plattsburgh	NY,	Prod. Date: 04/06/2015	Dealer:		Della KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

with Commitment Date 05/22/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 05/25/2017 15:15:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/26/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 05/26/2017 07:47:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/26/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 05/26/2017 07:47:08 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with Jeff, Service manager from della kia:

1. Advised offers were made to customer
2. Customer did not accept
3. KMA advised would pay rental until 5/23/17
4. If rental not returned by that date, cust would pay remainder.
5. Advised cust was informed to pick up vehicle
6. Jeff understood and advised will move vehicle to back of lot

call ended

*** Phone - Call - Inbound commitment created on 05/26/2017 08:41:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/02/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 05/31/2017 14:16:00 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Lagana(?) from insurance called and stated:

1. calling in reference to customer as I hold their claim with the insurance
2. im looking to receive a copy of your report
3. please call me back at [REDACTED] and reference claim [REDACTED]

*** Phone - Call - Outbound created on 05/31/2017 14:17:17 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr left voicemail for Lagana at insurance [REDACTED]

1. returning your call
2. there is no written report
3. please call me back to discuss.

*** Phone - Call - Inbound created on 06/01/2017 14:25:16 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Lagana from insurance left voicemail for wtr

1. please call me back at 7 [REDACTED] and reference claim [REDACTED]

*** Phone - Call - Outbound created on 06/01/2017 14:25:45 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with laguna at insurance and stated:

1. returning your call

Laguna stated:

1. yes, Im looking at the offer letter you sent our insured

Kia Motors America

Consumer Affairs Department

Page 12 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA31GG			20
Plattsburgh	NY,	Prod. Date: 04/06/2015	Dealer:	Della KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. her vehicle is a lease and we see that you were offering to replace the vehicle
3. we do not understand the mileage deduction

wtr stated:

1. apologized for concerns
2. the mileage fee would be for the vehicle before the incident happened
3. as we did not receive anything back from the customer, at this time the offer letter would be void

Lagana stated:

1. so what is your next steps?
2. since you offered it, you are admitting guilt

wtr stated:

1. you can have the customer contact us back
2. since you are from the insurance company, if you inspect the vehicle and find any manufacturing concerns you can subrogate

Lagana stated:

1. they have an attorney and im just trying to settle this between you and their attorney
2. thank you

wtr stated:

1. do apologize
2. we have not received an form of representation from the customer so at this point the customer can contact us
3. if they do receive representation, then we can speak with their attorney as well
4. again, if you do inspect and find a manufacturing concern, you can subrogate
5. thank you

*** Phone - Call - Outbound created on 06/05/2017 10:40:56 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with insurance at [REDACTED] and stated:

1. calling in reference to customer
2. I wanted to see if you had performed inspection or if you have dates for inspection
3. I also wanted to find out more information in reference to the accident back in January

insurance stated:

1. no, we haven't inspected vehicle as of yet
2. when I was speaking with the customer, they wanted to see about possibly the offer from kia
3. I don't show anything in reference to the accident but im only looking at the current situation

wtr stated:

1. I can speak with the customers in reference to the offer letter if you wish

insurance stated:

1. will you reach out to them?

wtr stated:

1. not a problem, I can call them now

*** 06/05/2017 11:20:56 (GMT-08:00) Pacific Time (US & Canada) ***

Yanked to WIPBin Inbox/Need To Call of Jeff Stroup

Kia Motors America
Consumer Affairs Department

Page 13 of 21

Last name	First name	VIN of	2016 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPGDA31GG	[REDACTED]	[REDACTED]	20
Plattsburgh	NY, [REDACTED]	Prod. Date:	04/06/2015	Dealer:	Della KIA

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 fulfilled on 06/05/2017 13:41:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/02/2017 closed by Gustavo Villela ***

*** 06/05/2017 15:53:31 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Inbox/Need To Call and Sub Status of Working

*** Phone - Call - Inbound created on 06/05/2017 16:55:41 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

1. wtr spoke with [REDACTED] who advised he is not in contact with insurance but possibly his wife is
2. wtr spoke with [REDACTED] who advised she is in contact with insurance but insurance did not understand about wtrs offer and the mileage fee
3. [REDACTED] advised its ok to speak with insurance in reference to the offer
4. wtr spoke with insurance and asked if she had further information regarding the rear end accident from Jan -- no

wtr called Utica insurance [REDACTED]

1. customers two claims are [REDACTED] in which customer was involved in passenger side quarter panel accident
2. customer backed out and rear ended another party
3. other party vehicle was repaired 50% by customers insurance
4. customers vehicle never received an estimate or photos
5. customer did not have vehicle repaired for pass quarter panel incident
6. claim [REDACTED] is for the current fire located in the passenger rear tail light/bumper area
7. vehicle is currently still at dlr and no settlement as of yet
8. Tori at [REDACTED] is claim adjuster for [REDACTED]
9. [REDACTED] is phone number for current claim [REDACTED]

[REDACTED] advised she never made a claim for the rear quarter panel repair because it was not really damaged much. customer also states she has no pictures after the accident.

*** Phone - Call - Outbound created on 06/13/2017 10:00:29 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with Jeff at dlr

1. he has not received the rental invoice
2. once he receives it, he will forward for reimbursement

*** 06/15/2017 08:07:16 (GMT-08:00) Pacific Time (US & Canada) ***
CARFAX report [REDACTED].pdf added by Jeff Stroup on 06/15/2017 08:07:16

*** 06/15/2017 08:55:45 (GMT-08:00) Pacific Time (US & Canada) ***
[REDACTED].pdf added by Jeff Stroup on 06/15/2017 08:55:45

*** Phone - Call - Inbound created on 06/16/2017 14:03:13 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Utika insurance left voicemail for wtr

1. wondering if you were making any offers to them
2. we will total vehicle and subrogate
3. please call me back at [REDACTED] and reference claim [REDACTED]

*** Phone - Call - Outbound created on 06/16/2017 14:04:06 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr left voicemail for insurance to call back.

Kia Motors America

Consumer Affairs Department

Page 14 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA31GG			20
Plattsburgh	NY,	Prod. Date: 04/06/2015	Dealer:		Della KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Outbound created on 06/19/2017 13:07:29 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with Uttika insurance and stated:

1. returning your call from last week

Insurance stated:

1. yes, wanted to see if you have made any offers to our client

wtr stated:

1. as I advised previously, we did make an offer to your client but they did not accept

Insurance stated:

1. how do you plan on resolving it
2. my appraisers inspection said that its a faulty sensor and a manufacturing defect
3. I was advised that we will be subrogating against you
4. if there is any storage fees we will not be paying those as the vehicle is at a kia dealer

wtr stated:

1. apologized
2. KMA did offer to reimburse for a part of the rental but KMA would only be paying that rental up to the date of the offer letter expiring
3. I do not know if there is any storage fees at this time as that would be a question for the dealer

insurance stated:

1. we will talk to the dealer and move the vehicle to copart.

*** 06/28/2017 10:11:23 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Referred to Ins.

[Resolution Summary]

wtr closing case pending further contact from customer or insurance

*** 10/17/2017 11:54:43 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened with Sub Status of Working

*** Letter - Letter Received created on 10/17/2017 11:54:48 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***

NCA rec'd letter from Utica Mutual Insurance Company. Letter states:

1. We have completed our investigation of this accident and found that you are legally responsible for the damage.
2. If we do not hear from you with 15 days of this letter, we will take appropriate legal action.

Attaching & dispatching to NCA.

*** 10/17/2017 11:57:53 (GMT-08:00) Pacific Time (US & Canada) ***

Dispatched from WIPBin = Default to Queue National CA by Brecon Crosby

Reason:

*** 10/18/2017 08:03:28 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 10/18/2017 08:13:55 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup

Reason:

Kia Motors America

Consumer Affairs Department

Page 15 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYPGDA31GG	[REDACTED]	[REDACTED]	20
Plattsburgh	NY, [REDACTED]	Prod. Date: 04/06/2015	Dealer: [REDACTED]	Della KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound created on 10/18/2017 08:57:04 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr called Kourtney Gruenewald:

1. Call rang out, could not leave vm

*** Phone - Call - Inbound created on 10/18/2017 08:58:15 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr called utica insurance, [REDACTED]

*** Phone - Call - Inbound created on 10/18/2017 09:00:32 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Cont. from last note:

1. Advisor advised only claim handler can speak with you

2. Adv. transferred to Kourtney

3. Call was not picked up, no opportunity for voicemail

*** Phone - Call - Inbound commitment fulfilled on 11/01/2017 15:34:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/19/2017 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 11/01/2017 15:34:50 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr LVM for Courtney Gruenewald

*** Phone - Call - Inbound commitment created on 11/01/2017 15:35:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/06/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 11/01/2017 15:35:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/20/2017 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 11/13/2017 14:23:41 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr LVM for Courtney Gruenewald

*** Phone - Call - Inbound commitment fulfilled on 12/04/2017 10:11:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/20/2017 closed by Gustavo Villela ***

*** 12/04/2017 10:11:57 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Referred to Ins.

[Resolution Summary]

wtr closing case pending further contact from customer or insurance

*** 12/15/2017 10:23:14 (GMT-08:00) Pacific Time (US & Canada) ***

Reopened with Sub Status of Working

*** Letter - Letter Received created on 12/15/2017 10:51:49 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***

NCA rec'd letter from Utica National Insurance Group. Letter states:

1. Please accept this letter as Utica National Insurance's demand for reimbursement based on our right to claim a lien.

2. [REDACTED] was injured when the hatchback door of his 2016 Kia Sorento LX fell on his nose.

Kia Motors America Consumer Affairs Department

Page 16 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPGDA31GG	██████████	██████████	20
Plattsburgh	NY, ██████████	Prod. Date: 04/06/2015	Dealer: ██████████	Della KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

3. ██████████ was reaching to items in the vehicle because the vehicle caught fire.
4. Requesting 100% reimbursement.

Attaching & dsipathcing to NCA.

*** 12/15/2017 10:56:00 (GMT-08:00) Pacific Time (US & Canada) ***

Dispatched from WIPBin = Default to Queue National CA by Brecon Crosby

Reason:

*** 12/18/2017 07:59:21 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 12/18/2017 08:05:02 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup

Reason:

*** Phone - Call - Inbound commitment created on 12/28/2017 10:22:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/02/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 12/28/2017 10:22:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/08/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 12/28/2017 10:22:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/16/2018 and created by Gustavo Villela ***

*** Letter - Letter Received created on 01/25/2018 12:52:43 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***

NCA rec'd letter from Utica National Insurance Group, Letter states:

1. We have competed out investigation.
2. You are legally responsible.

Attaching to case.

*** Phone - Call - Inbound created on 01/31/2018 12:26:25 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

WTr LVM for Kourtney Gruenewald, utica insurance

*** Phone - Call - Inbound commitment fulfilled on 01/31/2018 12:26:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/16/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 01/31/2018 12:27:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/08/2018 and created by Gustavo Villela ***

*** Letter - Letter Received created on 02/07/2018 16:11:05 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***

NCA rec'd letter from Utica National Insurance Group, Letter states:

1. We have competed out investigation.
2. You are legally responsible.
3. If we do not hear from you within 15 days of this letter we will take appropriate legal action.

Attaching to case.

Kia Motors America

Consumer Affairs Department

Page 17 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA31GG			20
Plattsburgh	NY,	Prod. Date: 04/06/2015	Dealer:		Della KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound created on 02/09/2018 08:01:47 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with Courtney G, from utica insurance:

1. Courtney advised utica has evidence of vehicle defect
2. Wtr advised would need to review
3. Courtney advised would email it over
4. Wtr verified email address

call ended

*** Phone - Call - Inbound commitment fulfilled on 02/09/2018 08:03:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/08/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 02/09/2018 08:03:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/12/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/09/2018 08:35:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/12/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/09/2018 08:36:29 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr received docs from insurance

*** Phone - Call - Inbound commitment created on 02/09/2018 08:36:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/09/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/13/2018 08:44:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/09/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/13/2018 08:44:31 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr reviewed with engineers

*** Phone - Call - Inbound created on 02/13/2018 08:44:40 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr called Courtney G:

1. Could no place call, no dial tone

*** Phone - Call - Inbound created on 02/13/2018 08:45:13 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr called utica general line:

1. Asked to be redirected to Courtney Gruendwald
2. Analyst transferred
3. Wtr could not LVM due to busy line

call ended

*** Phone - Call - Inbound commitment created on 02/13/2018 08:46:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2018 and created by Gustavo Villela ***

*** 02/14/2018 10:20:37 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Thermal Event and Sub Status of Assigned

Kia Motors America Consumer Affairs Department

Page 18 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u> 2016 SORENTO	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYPGDA31GG ██████████	██████████	20
Plattsburgh	NY, ██████████	Prod. Date: 04/06/2015	Dealer: ██████████	Della KIA

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 fulfilled on 02/20/2018 09:22:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/20/2018 09:22:51 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Kourtney G., utica

*** Phone - Call - Inbound commitment created on 02/20/2018 09:23:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 02/27/2018 09:10:05 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 02/27/2018 09:10:06 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Kourtney G., utica

*** Phone - Call - Inbound commitment created on 02/27/2018 09:10:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/06/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 03/06/2018 08:02:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/06/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 03/06/2018 08:02:26 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Kourtney G., utica

*** Phone - Call - Inbound commitment created on 03/06/2018 08:02:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 03/07/2018 08:03:24 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr recieved Rental Bill for ██████████ reimbursement

*** 03/07/2018 08:14:19 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill ██████████ Submitted

*** Phone - Call - Inbound commitment fulfilled on 03/14/2018 11:02:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 03/14/2018 11:02:07 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with Trish, from utica ██████████;
1. Trish advised Kourtney has will be out for some time
2. Wtr asked for a breakdown of demand
3. Trish advised will email that over
4. Wtr gave email and call ended

*** Phone - Call - Inbound commitment created on 03/14/2018 11:14:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/22/2018 and created by Gustavo Villela ***

Kia Motors America Consumer Affairs Department

Page 19 of 21

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2016 SORENTO</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYPGDA31GG			20
Plattsburgh	NY,	Prod. Date: 04/06/2015	Dealer:		Della KIA

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 fulfilled on 04/05/2018 09:06:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/20/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 04/05/2018 09:06:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/20/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment updated on 04/24/2018 14:10:06 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/25/2018 and updated by Gustavo Villela ***

*** 05/04/2018 08:19:30 ***
Goodwill #: Submitted

*** 05/04/2018 15:36:06 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: Final Approved

*** Phone - Call - Inbound commitment fulfilled on 05/15/2018 08:43:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/25/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 05/15/2018 08:43:53 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Kourtney G., utica

*** Phone - Call - Inbound commitment created on 05/15/2018 08:44:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/22/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment updated on 05/23/2018 15:23:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/28/2018 and updated by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 06/07/2018 13:18:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/28/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 06/07/2018 13:18:25 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Kourtney G., utica

*** Phone - Call - Inbound commitment created on 06/07/2018 13:19:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/12/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment updated on 06/13/2018 15:48:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/25/2018 and updated by Gustavo Villela ***

*** Phone - Call - Outbound created on 06/19/2018 09:51:49 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
wtr spoke with Trish at insurance

1. vehicle is still being held for possible inspection as KMA has not advised if we wish to settle or inspect
2. insurance advised she forwarded total loss and emails to CSR in March
3. insurance will forward email to wtr and also asked for wtr to follow up with Kourtney at insurance

Jeff,

Please see the email that was sent to Gus.

Kia Motors America
Consumer Affairs Department

Page 20 of 21

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPGDA31GG [REDACTED]	[REDACTED]	20
Plattsburgh	NY, [REDACTED]	Prod. Date: 04/06/2015	Dealer: [REDACTED]	Della KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Thank you,
Tricia Murray
Claims Specialist
ERO Claims Office
Utica National Insurance Group

[REDACTED]
Binghamton, NY [REDACTED]
[REDACTED]
[REDACTED]

From: Tricia Murray
Sent: Thursday, March 29, 2018 9:46 AM
To: [REDACTED]
Subject: FW: Claim # [REDACTED]

Gus,

Please advise the status of this file. Will Kia be inspecting the vehicle or should we release the seller hold? Please let me know.

Thank you,
Tricia Murray
Claims Specialist
ERO Claims Office
Utica National Insurance Group

[REDACTED]
Binghamton, NY [REDACTED]
[REDACTED]
[REDACTED]

From: Tricia Murray
Sent: Monday, March 19, 2018 3:15 PM
To: [REDACTED]
Subject: Claim # [REDACTED]

Gus,

As a follow up to on phone conversation in regards to [REDACTED] claim, I reviewed our payments and noted our salvage is currently pending as we have a seller hold placed on the vehicle located at copart.

Total Loss Payment - \$21,276.00
Deductible - \$ 200.00

Total Demand - \$21,476.00

** Salvage is pending **

The vehicle is currently on hold at Copart as we were not sure if KIA needed an additional inspection of the vehicle. If no additional inspections are needed and liability has been accepted by KIA, we can release the hold in order for the salvage to be sold and we can finalize our demand amount.

Please let me know.

**Kia Motors America
Consumer Affairs Department**

Page 21 of 21

Last name	First name	VIN of 2016 SORENTO	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYPGDA31GG [REDACTED]	[REDACTED]	20
Plattsburgh	NY, [REDACTED]	Prod. Date: 04/06/2015	Dealer: [REDACTED]	Della KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Thank you,
Tricia Murray
Claims Specialist
ERO Claims Office
Utica National Insurance Group

[REDACTED]
Binghamton, NY [REDACTED]
[REDACTED]

*** Phone - Call - Outbound created on 06/19/2018 10:00:42 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with Kourtney at insurance

1. they have not sold vehicle as of yet
2. customer still has no fault injury that is being handled
3. she will follow up with no fault injury as customer also has obtained an attorney
4. once she finds more information, she will call wtr back.

*** 06/28/2018 10:42:58 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin [REDACTED] and Sub Status of Assigned

*** Note - Others created on 07/11/2018 15:41:50 and created by Jazmin Diaz ***

NCA rec'd ADL, please refer to case [REDACTED]

*** Phone - Call - Inbound commitment fulfilled on 07/17/2018 08:59:45 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/25/2018 closed by Gustavo Villela ***

*** 07/17/2018 08:59:51 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Gustavo Villela with Resolution Code : Referred to Ins.

[Resolution Summary]

wtr closing case pending further contact from customer or insurance

PE19-004

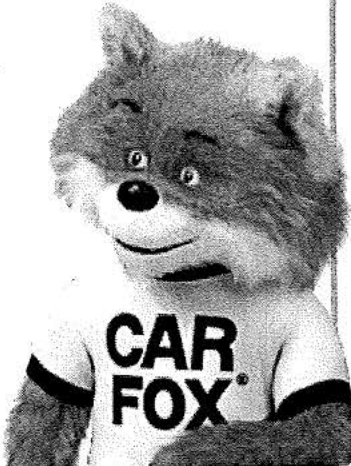
KIA

DEFECT D

CA FILES

SORENTO



 CARFAX® Vehicle History Report™ US \$39.99	
An independent company established in 1986	
Vehicle Information: 2016 KIA SORENTO LX/L VIN: 5XYPGDA31GG [REDACTED] 4 DOOR WAGON/SPORT UTILITY 2.4L I4 F DOHC 16V GASOLINE ALL WHEEL DRIVE Standard Equipment Safety Options	 No accidents reported to CARFAX  No other damage reported to CARFAX  CARFAX 1-Owner vehicle  5 Service history records  Personal lease vehicle  56,523 Last reported odometer reading
CARFAX Report Provided By: Kia Motors America [REDACTED] Irvine, CA [REDACTED]	

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 6/22/17 at 1:16:36 PM (EDT). 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	2015
Type of owner	Personal lease
Estimated length of ownership	1 yr. 6 mo.
Owned in the following states/provinces	New Jersey
Estimated miles driven per year	36,131/yr
Last reported odometer reading	56,523

 Title History	
CARFAX guarantees the information in this section	 Owner 1
Salvage Junk Rebuilt Fire Flood Hall 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	

 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



Detailed History

Glossary

Owner 1		Date:	Mileage:	Source:	Comments:
Purchased: 2015 Type: Personal lease Where: New Jersey Est. miles/year: 36,131/yr Est. length owned: 11/27/15 - present (1 yr. 6 mo.)		06/16/2015	3	Coleman Subaru-Kia Ewing, NJ [REDACTED] colemancars.com	Vehicle offered for sale
		06/17/2015	10	Coleman Subaru-Kia Ewing, NJ [REDACTED] colemancars.com	Pre-delivery inspection completed
		09/23/2015		Coleman Subaru-Kia Ewing, NJ [REDACTED] colemancars.com	Vehicle serviced
		11/27/2015	41	Coleman Subaru-Kia Ewing, NJ [REDACTED] colemancars.com	Vehicle sold
		11/27/2015		New Jersey Motor Vehicle Dept. Newport Beach, CA	Titled or registered as personal lease vehicle
		12/10/2015		New Jersey Motor Vehicle Dept. Monroe Township, NJ Title [REDACTED]	Title issued or updated Registration issued or renewed First owner reported Vehicle color noted as Blue
		03/05/2016	9,571	Oil Well Cranbury, NJ [REDACTED] oilwellinc.com	Oil and filter changed
		03/06/2017	44,722	Coleman Subaru-Kia Ewing, NJ [REDACTED] colemancars.com	Maintenance inspection completed Oil and filter changed Tire condition and pressure checked
		06/20/2017	56,523		Engine oil system flushed



Two states? Vehicle leasing companies often title a car in one state but register it to be driven in another.

Oil Well
Cranbury, NJ
oilwellinc.com

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



Glossary

[View Full Glossary](#)

First Owner

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

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.

6/22/17 1:16:36 PM (EDT)

PE19-004

KIA

DEFECT D

CA FILES

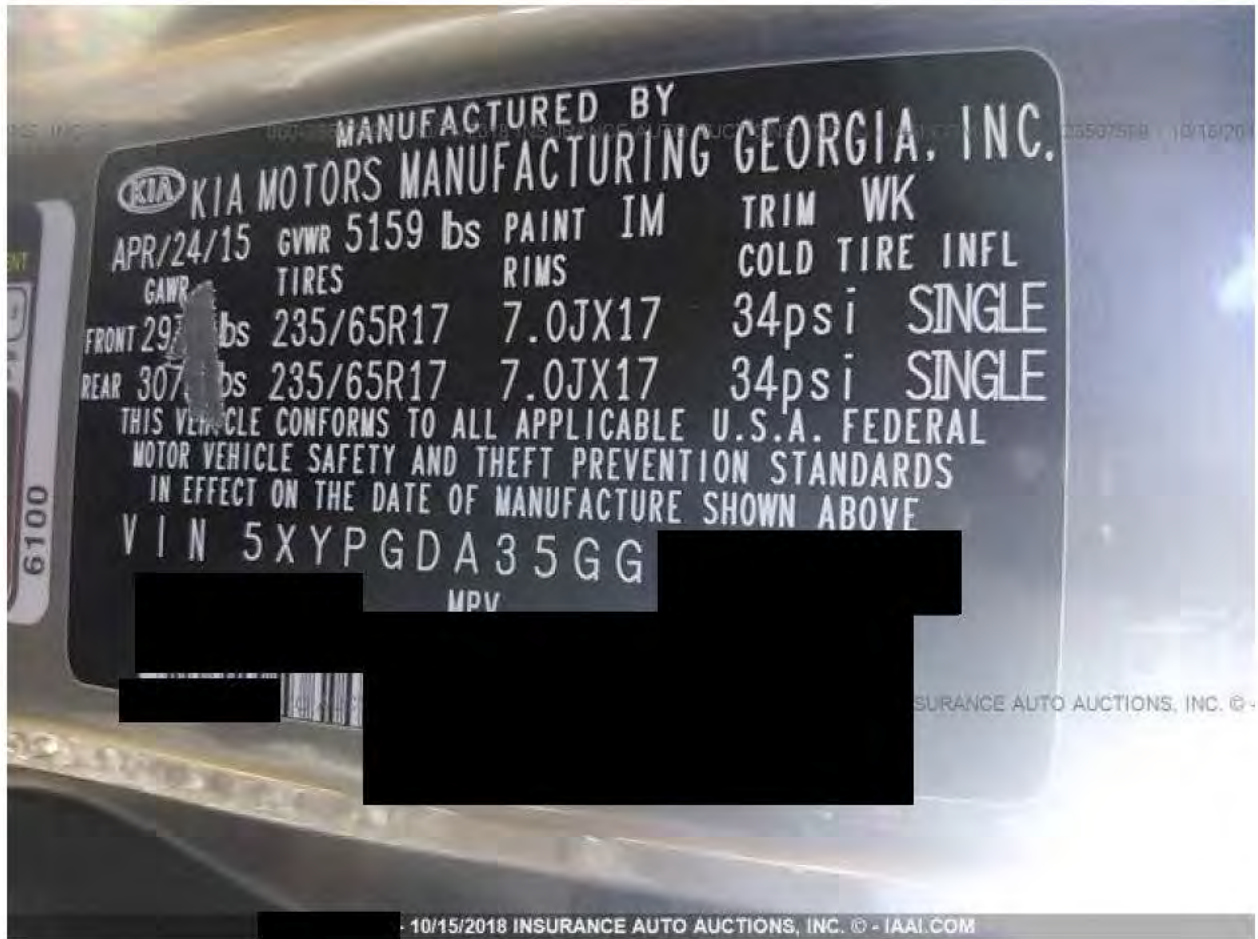
SORENTO











MANUFACTURED BY
KIA MOTORS MANUFACTURING GEORGIA, INC.

APR/24/15 GVWR 5159 lbs PAINT IM TRIM WK
COLD TIRE INFL
TIRES RIMS
FRONT 297 lbs 235/65R17 7.0JX17 34psi SINGLE
REAR 307 lbs 235/65R17 7.0JX17 34psi SINGLE

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL
MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE

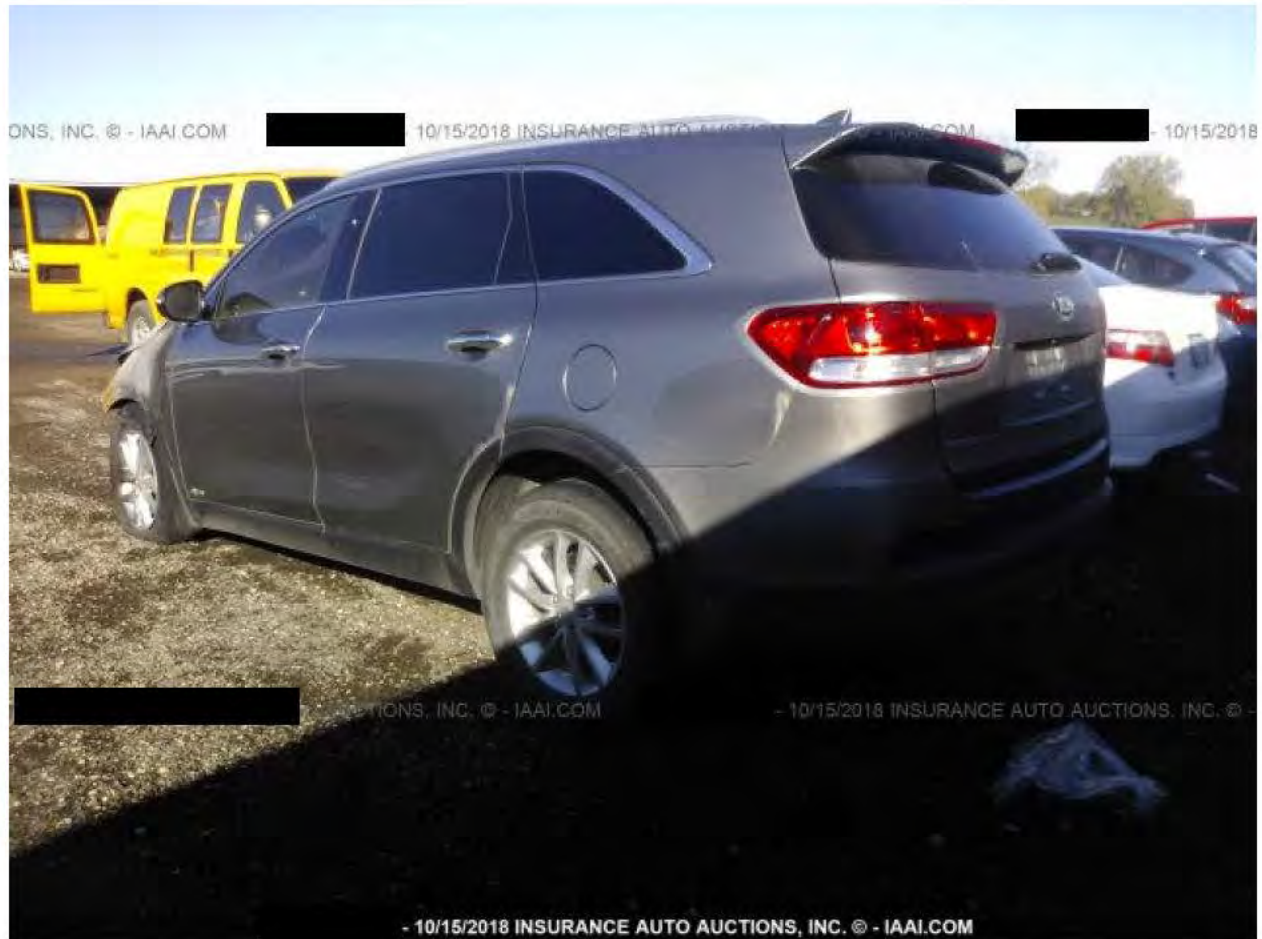
VIN 5XYPGDA35GG

MPV













October 31, 2018

[REDACTED]
[REDACTED]
CEDAR RAPIDS IA [REDACTED]

Re: 5XYPGDA35GG [REDACTED] – 2016 Kia Sorento
Case #: [REDACTED]

Dear [REDACTED],

Thank you for calling KIA Motors Inc. and requesting assistance. We appreciate hearing from our customers who inform us of issues that need to be addressed. However, a KIA representative has not been able to get a hold of you through the phone number provided.

In order to best assist you with your concerns, we need to be in contact with you. If you still have any concerns that you would like a KIA representative to address, please contact me at [REDACTED]. Thank you again for taking the time to call and we look forward to hearing from you.

Sincerely,

Alex Villalpando
Kia Motors America
National Consumer Affairs

[REDACTED]

PE19-004

KIA

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CA FILES

SORENTO





THE HARTFORD
CENTRAL RECOVERY OFFICE
[REDACTED]
LEXINGTON KY [REDACTED]

November 21, 2018

MB [REDACTED]
[REDACTED]

Kia Motors America
[REDACTED]
Irvine CA [REDACTED]

RECEIVED

DEC / 2 2018

CONSUMER AFFAIRS

Re: Insured: NANCY & ROBERT MILLER
Claimant: NANCY & ROBERT MILLER
Date of Loss: September 15, 2018
Event Number: [REDACTED]
Claim Number: [REDACTED]

Dear Kia Motors America:

As a result of the above captioned incident, a claim has been made by our insured. Our investigation has determined that you may be responsible for these damages. Please accept this letter as notification of our intention to seek full reimbursement from you for any payments made under our insurance policy should it be determined you are responsible for the damages.

For your protection, this letter should be forwarded to your insurance carrier immediately.

Please write the name of your agent, the insurance company and your policy number below and return this information to the address shown below. If you are uninsured or self-insured, please contact the undersigned immediately.

Agent: _____ Phone Number: _____

Address: _____ (street, city, state & zip)

Insurance Company: _____ Phone Number: _____

Policy Number: _____

Insurance Company's Address: _____ (street, city, state & zip)

Sincerely,

[REDACTED]

Erin Parkinson
Subrogation Handler
Phone: [REDACTED]

[REDACTED]@thehartford.com

Writing Company Name: Trumbull Insurance Company



[REDACTED]
[REDACTED]

[REDACTED]

PE19-004

KIA

DEFECT D

CA FILES

SORENTO





Kia Motors America, Inc.
Corporate Headquarters

Irvine, CA [REDACTED] USA

T [REDACTED] F [REDACTED]

March 10, 2017

[REDACTED]

Kingman, AZ [REDACTED]

RE: Goodwill for [REDACTED]

Dear [REDACTED]

Our goal at Kia is to provide you with a level of customer service unmatched in the industry. Thank you for taking the time to share your experience with your 2016 Kia Sorento with us.

Kia Motors America, Inc. extends goodwill assistance to our customers in certain situations. Because we value you as a Kia customer, we would like to provide the enclosed check in the amount of \$1,242.74 in consideration of any inconvenience you experienced.

Thank you again for contacting us and allowing us the opportunity to be of assistance. We wish you many years of driving pleasure with Kia products. Thank you for your continued support.

Sincerely,

[REDACTED]

Bruce Hardt
Kia Motors America
National Consumer Affairs

[REDACTED]

Martin Swanty

CHRYSLER • DODGE • JEEP

Where Quality cars and trucks really do cost less



FAX TRANSMITTAL

Date: 11/22/16

To: - Krista

Company: Kin Motor Company

Fax #: [REDACTED]

of pages including cover: _____

From: Chris Waggoner

Company: Martin Swanty C-D-J

Phone #: [REDACTED]

Fax #: [REDACTED]

~~~~~

MESSAGE:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

[REDACTED] KINGMAN, ARIZONA [REDACTED]

[REDACTED] FAX [REDACTED]

**MARTIN SWANTY****KIA**

2810 E. Andy Devine Ave - Kingman, AZ 86401

Phone: (928) 753-3131 - Fax: (928) 718-0331

**SERVICE DEPARTMENT HOURS**

7:30 a.m. to 5:30 p.m.

Monday - Friday

8:00 a.m. to 3:00 p.m. Saturday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 9/26/16                       |                 |
| R/O Close Date                | Status          |
| 11/15/16                      | Reprint         |
| Mileage In                    | Mileage Out     |
| 40939                         | 40939           |
| Service Advisor / Tag #       |                 |
| CHRIS WAGGONER/               |                 |
| Vehicle Identification Number |                 |
| 5XYPH4A17GG                   |                 |
| Delivery Date                 | In-Service Date |
|                               |                 |
| Color                         | License Number  |
|                               |                 |

FELIX, TERRY J  
2385 AMES AVE  
KINGMAN, AZ 86409

Work Phone

Home Phone

Body

FWD 4DR 2.0T EX

**DESCRIPTION OF SERVICE AND PARTS****AMOUNT**

Cell: [REDACTED] Email: [REDACTED]

#1 - MR [REDACTED] MISC. REPAIR  
CUSTOMER STATES CHECK ENGINE LIGHT STARTED FLASHING AND LOST POWER WHILE DRIVING UP THE HILL FROM BULLHEAD TOWARD GOLDEN VALLEY. STATES AFTER STARTING AGAIN SHE SMELLED FUEL.

**MISFIRE**

Corrected by [REDACTED]

Work performed by TIMOTHY CARLSON [REDACTED]

Installed [REDACTED] 2GTA0 ;GASKET-INTAKE MANIFOLD

Installed [REDACTED] 2GTA0 :INJECTOR ASSY-FUEL

Installed [REDACTED] 2B110 :WASHER-INJECTOR BRKT

VERIFIED MIS FIRE #4 - GDS SCANPC [REDACTED] COMP TEST 1

[REDACTED] LEAK DOWN 1 9% 2 9% 3 10% 4

7% . TECH LINE DACE # [REDACTED] . #4 CYLINDER MISFIRE,

SWAPPED PLUGS AND COILS- NO CHARGE DEFECT IN INJECTION.

REMOVED AND INSTALLED INTAKEMANIFOLD FOR ACCESS-

REPLACED #4 INJECTOR. RETEST- OK AT THIS TIME.

NO MORE MISFIRE.

Qty: 1

Qty: 1

Qty: 1

Warranty

Warranty

Warranty

Warranty

**#2 - QL 12K1Z: MULTI POINT INSPECTION**

Please Note Your vehicle may have conditions that are not evident, present or noticed at the time of the inspection and our report does not provide any guarantee or warranty regarding future breakdowns.

Work performed by TIMOTHY CARLSON [REDACTED]

#1 LIMITED WARRANTY BY VEHICLE MANUFACTURER, SEE ADVISOR FACTORY PARTS WARRANTY FOR FIRST 12 MONTHS, 12,000 MILES WHICH EVER OCCURS FIRST AT ANY CHRYSLER, DODGE, JEEP, KIA DEALERSHIP. SEE ADVISOR FOR FURTHER DETAILS AND RESTRICTIONS.

#2. LIMITED WARRANTY BY MARTIN SWANTY C-D-J KIA, PARTS INSTALLED NEW OR REBUILT NON FACTORY PARTS WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. VALID ONLY AT MARTIN SWANTY C-D-J KIA SERVICE DEPARTMENTS.

#3. NO WARRANTY ON PARTS OR LABOR ON USED PARTS.

#4 PLEASE REFER TO REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS.

#5 MARTIN SWANTY C-D-J KIA IS NOT RESPONSIBLE FOR ANY OR ITEMS LEFT IN VEHICLE WHILE BEING WORKED ON.

\*\*\*THANK YOU FOR CHOOSING US FOR ALL YOUR SERVICE NEEDS\*\*\*

++ PLEASE MARK YOUR SURVEY (VERY SATISFIED 1ST VISIT)++

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

**LABOR****PARTS****DEDUCTIBLE****SUBLET****SHOP SUPPLIES****HAZARDOUS MATERIALS****SALES TAX OR TAX I.D.****SPECIAL ORDER DEPOSIT****DISCOUNTS****TOTAL DUE**

**MARTIN SWANTY****KIA**[REDACTED] - Kingman, AZ [REDACTED]  
Phone: [REDACTED] - Fax: [REDACTED]SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. to 3:00 p.m. Saturday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 9/26/16                       |                 |
| R/O Close Date                | Status          |
| 11/15/16                      | Reprint         |
| Mileage In                    | Mileage Out     |
| 40939                         | 40939           |
| Service Advisor / Tag #       |                 |
| CHRIS WAGGONER/               |                 |
| Vehicle Identification Number |                 |
| 5XYPH4A17GG                   |                 |
| Delivery Date                 | In-Service Date |
|                               |                 |
| Color                         | License Number  |
|                               |                 |

KINGMAN, AZ [REDACTED]

Work Phone [REDACTED]

Home Phone [REDACTED]

## DESCRIPTION OF SERVICE AND PARTS

## AMOUNT

Sub Total: Labor: .00 Parts: .00 Total: .00  
 RECOMEND SPARK PLUGS DUE TO MILEAGE. DUE FOR LOF A  
 S WELL. SPARK PLUGS ORDERED

#3 \* MR [REDACTED] MISC. REPAIR  
 ADDED OPERATION  
 Ordered [REDACTED]: PLUG ASSY-SPARK  
 ADDITIONAL PARTS FOR NEXT VISIT

Internal

#4 \* MR [REDACTED] MISC. REPAIR  
 ADDED OPERATION  
 RENTAL FOR WARRANTY  
 Work performed by [REDACTED]: [REDACTED] ()

Warranty

\*\*\*\*\*  
 \* FIND US ON FACEBOOK @ MARTINSWANTYKIA \*

Please Note: MSG CUST 11/17 DELIVERY DATE CAD

#1 LIMITED WARRANTY BY VEHICLE MANUFACTURER. SEE ADVISOR FACTORY PARTS  
 WARRANTED FOR FIRST 12 MONTHS, 12,000 MILES WHICH EVER OCCURS FIRST  
 AT ANY CHRYSLER, DODGE, JEEP, KIA DEALERSHIP. SEE ADVISOR FOR FURTHER  
 DETAILS AND RESTRICTIONS.

#2. LIMITED WARRANTY BY MARTIN SWANTY C-D-J KIA, PARTS INSTALLED NEW OR  
 REBUILT NON FACTORY PARTS WARRANTED FOR 90 DAYS OR 4,000 MILES  
 WHICHEVER OCCURS FIRST. VALID ONLY AT MARTIN SWANTY C-D-J KIA SERVICE  
 DEPARTMENTS.

#3. NO WARRANTY ON PARTS OR LABOR ON USED PARTS.

#4 PLEASE REFER TO REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS.

#5 MARTIN SWANTY C-D-J- KIA IS NOT RESPONSIBLE FOR ANY OR ITEMS LEFT IN  
 VEHICLE WHILE BEING WORKED ON.

\*\*\*THANK YOU FOR CHOOSING US FOR ALL YOUR SERVICE NEEDS\*\*\*  
 ++ PLEASE MARK YOUR SURVEY (VERY SATISFIED 1ST VISIT)++

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

|                       |     |
|-----------------------|-----|
| 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 |



**MARTIN SWANTY****KIA**

- Kingman, AZ

Phone: - Fax:

**SERVICE DEPARTMENT HOURS**

7:30 a.m. to 5:30 p.m.

Monday - Friday

8:00 a.m. to 3:00 p.m. Saturday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 8/20/15                       |                 |
| R/O Close Date                | Status          |
| 8/21/15                       | Reprint         |
| Mileage In                    | Mileage Out     |
| 17044                         | 17044           |
| Service Advisor / Tag #       |                 |
| MICHAEL JOHNSON/              |                 |
| Vehicle Identification Number |                 |
| 5XYPH4A17GG                   |                 |
| Delivery Date                 | In-Service Date |
|                               |                 |
| Color                         | License Number  |
|                               |                 |

KINGMAN, AZ

Work Phone

Home Phone

|      |      |         |                 |       |                |
|------|------|---------|-----------------|-------|----------------|
| Year | Make | Model   | Body            | Color | License Number |
| 2016 | KIA  | SORENTO | FWD 4DR 2.0T EX |       |                |

**DESCRIPTION OF SERVICE AND PARTS****AMOUNT**

Cell: Email:

#1 - MR MULTI POINT INSPECTION  
NO WORK PERFORMED CUSTOMER HAD TO LEAVE

NO WORK PERFORMED

Work performed by roadready(99)

\*\*\*\*\*  
\* FIND US ON FACEBOOK @ MARTINSWANTYKIA \*  
\*\*\*\*\*

Internal

#1 LIMITED WARRANTY BY VEHICLE MANUFACTURER, SEE ADVISOR FACTORY PARTS WARRANTY FOR FIRST 12 MONTHS, 12,000 MILES WHICH EVER OCCURS FIRST AT ANY CHRYSLER, DODGE, JEEP, KIA DEALERSHIP. SEE ADVISOR FOR FURTHER DETAILS AND RESTRICTIONS.

#2. LIMITED WARRANTY BY MARTIN SWANTY C-D-J KIA, PARTS INSTALLED NEW OR REBUILT NON FACTORY PARTS WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. VALID ONLY AT MARTIN SWANTY C-D-J KIA SERVICE DEPARTMENTS.

#3. NO WARRANTY ON PARTS OR LABOR ON USED PARTS.

#4 PLEASE REFER TO REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS.

#5 MARTIN SWANTY C-D-J KIA IS NOT RESPONSIBLE FOR ANY OR ITEMS LEFT IN VEHICLE WHILE BEING WORKED ON.

\*\*\*THANK YOU FOR CHOOSING US FOR ALL YOUR SERVICE NEEDS\*\*\*  
\*\* PLEASE MARK YOUR SURVEY (VERY SATISFIED 1ST VISIT)\*\*

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

|                       |     |
|-----------------------|-----|
| 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 |



**MARTIN SWANTY****Chrysler Dodge Jeep**

[REDACTED] - Kingman, AZ [REDACTED]  
 Phone: [REDACTED] - Fax: [REDACTED]

**SERVICE DEPARTMENT HOURS**

7:30 a.m. to 5:30 p.m.

Monday - Friday

8:00 a.m. to 3:00 p.m. Saturday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 7/01/15                       |                 |
| R/O Close Date                | Status          |
| 7/08/15                       | Reprint         |
| Mileage In                    | Mileage Out     |
| 11765                         | 11765           |
| Service Advisor / Tag #       |                 |
| MATTHEW CLARKSON              |                 |
| Vehicle Identification Number |                 |
| 5XYPH4A17GG                   |                 |
| Delivery Date                 | In-Service Date |
|                               |                 |
| Color                         | License Number  |
|                               |                 |

KINGMAN, AZ

Work Phone

Home Phone

Year Make Model

2016 KIA SORENTO

FWD 4DR 2.0T EX

Color License Number

Chrysler Exp: [REDACTED] or 2/20/21 Ded: 0 Plan: [REDACTED]

**DESCRIPTION OF SERVICE AND PARTS****AMOUNT**

Cell: [REDACTED]

#1 - MR [REDACTED] MULTI POINT INSPECTION (27 POINT)  
 Work performed by RICK ANDREWS(826)  
 INSPECTION COMPLETE, NO RECOMMENDATIONS AT THIS  
 TIME.

Internal

#2 - QL 28CHM: MOPAR QUICK LUBE  
 Corrected by [REDACTED]  
 Work performed by RICK ANDREWS [REDACTED]  
 Installed [REDACTED]: OIL FILTER  
 Installed [REDACTED]: OIL: 15W40  
 OIL AND FILTER CHANGE COMPLETE  
 REFER TO ORIGINAL RO NUMBER [REDACTED]

Qty: 1

Qty: 5

 Serv Contr  
 Serv Contr  
 Serv Contr

#1 LIMITED WARRANTY BY VEHICLE MANUFACTURER, SEE ADVISOR FACTORY PARTS  
 WARRANTED FOR FIRST 12 MONTHS, 12,000 MILES WHICH EVER OCCURS FIRST  
 AT ANY CHRYSLER, DODGE, JEEP, KIA DEALERSHIP. SEE ADVISOR FOR FURTHER  
 DETAILS AND RESTRICTIONS.

#2. LIMITED WARRANTY BY MARTIN SWANTY C-D-J KIA, PARTS INSTALLED NEW OR  
 REBUILT NON FACTORY PARTS WARRANTED FOR 90 DAYS OR 4,000 MILES  
 WHICHEVER OCCURS FIRST. VALID ONLY AT MARTIN SWANTY C-D-J KIA SERVICE  
 DEPARTMENTS.

#3. NO WARRANTY ON PARTS OR LABOR ON USED PARTS.

#4 PLEASE REFER TO REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS.

#5 MARTIN SWANTY C-D-J- KIA IS NOT RESPONSIBLE FOR ANY OR ITEMS LEFT IN  
 VEHICLE WHILE BEING WORKED ON.

\*\*\*THANK YOU FOR CHOOSING US FOR ALL YOUR SERVICE NEEDS\*\*\*  
 ++ PLEASE MARK YOUR SURVEY (VERY SATISFIED 1ST VISIT)++

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 |

**MARTIN SWANTY****KIA**

Phone: [REDACTED] - Kingman, AZ [REDACTED]  
 [REDACTED] - Fax: [REDACTED]

**SERVICE DEPARTMENT HOURS**

7:30 a.m. to 5:30 p.m.

Monday - Friday

8:00 a.m. to 3:00 p.m. Saturday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 6/26/15                       | [REDACTED]      |
| R/O Close Date                | Status          |
| 6/26/15                       | Reprint         |
| Mileage In                    | Mileage Out     |
| 11765                         | 11765           |
| Service Advisor / Tag #       |                 |
| MATTHEW CLARKSO/ [REDACTED]   |                 |
| Vehicle Identification Number |                 |
| 5XYPH4A17GG [REDACTED]        |                 |
| Delivery Date                 | In-Service Date |
|                               |                 |
| Color                         | License Number  |
|                               |                 |

|                                                      |      |            |                 |            |                  |
|------------------------------------------------------|------|------------|-----------------|------------|------------------|
| FELIX, TERRY J<br>2385 AMES AVE<br>KINGMAN, AZ 86409 |      |            |                 | Work Phone |                  |
|                                                      |      |            |                 | Home Phone |                  |
| Year                                                 | Make | Model      | Body            |            |                  |
| 2016                                                 | KIA  | SORENTO    | FWD 4DR 2.0T EX |            |                  |
| VIP Exp: [REDACTED]                                  |      | or 6/05/25 |                 | Ded: 0     | Plan: [REDACTED] |

| DESCRIPTION OF SERVICE AND PARTS                                                                                                                                                                         | AMOUNT     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Cell: [REDACTED] Email: [REDACTED]                                                                                                                                                                       |            |
| #1 - [REDACTED] MULTI POINT INSPECTION<br>Work performed by RICK ANDREWS(826)<br>Sub Total: Labor: .00 Parts: .00 Total: .00<br>INSPECTION COMPLETE, NO RECOMMENDATIONS AT THIS TIME.                    |            |
| #2 - [REDACTED] KIA QUICK LUBE<br><br>MOPAR VEHICLE PROTECTION PLAN CONTRACT [REDACTED]<br>Work performed by RICK ANDREWS [REDACTED]<br>OIL AND FILTER CHANGE COMPLETE.<br>REFER TO RO NUMBER [REDACTED] | Serv Contr |
| #3 * MR [REDACTED] TIRE ROTATION 4 TIRES<br>ADDED OPERATION<br>Work performed by RICK ANDREWS [REDACTED]<br>TIRE ROTATION COMPLETE.<br><br>*****<br>* FIND US ON FACEBOOK @ MARTINSWANTYKIA *<br>*****   | 19.95      |

#1 LIMITED WARRANTY BY VEHICLE MANUFACTURER, SEE ADVISOR FACTORY PARTS WARRANTED FOR FIRST 12 MONTHS, 12,000 MILES WHICH EVER OCCURS FIRST AT ANY CHRYSLER, DODGE, JEEP, KIA DEALERSHIP. SEE ADVISOR FOR FURTHER DETAILS AND RESTRICTIONS.

#2. LIMITED WARRANTY BY MARTIN SWANTY C-D-J KIA, PARTS INSTALLED NEW OR REBUILT NON FACTORY PARTS WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST, VALID ONLY AT MARTIN SWANTY C-D-J KIA SERVICE DEPARTMENTS.

#3. NO WARRANTY ON PARTS OR LABOR ON USED PARTS.

#4 PLEASE REFER TO REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS.

#5 MARTIN SWANTY C-D-J KIA IS NOT RESPONSIBLE FOR ANY OR ITEMS LEFT IN VEHICLE WHILE BEING WORKED ON.

\*\*\*THANK YOU FOR CHOOSING US FOR ALL YOUR SERVICE NEEDS\*\*\*  
 ++ PLEASE MARK YOUR SURVEY (VERY SATISFIED 1ST VISIT)++

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

|                         |       |
|-------------------------|-------|
| LABOR                   | 19.95 |
| PARTS                   | .00   |
| DEDUCTIBLE              | .00   |
| SUBLET                  | .00   |
| SHOP SUPPLIES           | 2.00  |
| HAZARDOUS MATERIALS     | .00   |
| SALES TAX OR TAX I.D.   | .17   |
| SPECIAL ORDER DEPOSIT   | .00   |
| DISCOUNTS               | .00   |
| TOTAL DUE               | 22.12 |
| Visa/MC/Disc [REDACTED] | 22.12 |



# JIM CLICK KIA TUCSON AUTOMALL

Tucson, AZ

Dealer Code



www.jimclickkia.com

Mon. - Fri. 7am to 7pm  
Sat. 7am to 5pm

CELL: [REDACTED]

|                |                                |                       |                    |                |                 |
|----------------|--------------------------------|-----------------------|--------------------|----------------|-----------------|
| CUSTOMER NO.   | LEVI MOORE                     | 7700                  | L20                | INVOICE DATE   | 09/02/16        |
|                | LABOR RATE                     | LICENSE NO.           | MILEAGE            | 38,858         | COLOR           |
| KINGMAN, AZ    | 16/KIA/SORENTO/4DR FWD 2.0T EX | DELIVERY DATE         | 02/06/15           | DELIVERY MILES | 23              |
|                | VEHICLE ID NO.                 | 3 X Y P H 4 A 1 7 G G | SELLING DEALER NO. | 51             | PRODUCTION DATE |
|                | P.T.E. NO.                     | P.O. NO.              | R.O. DATE          | 08/26/16       | REPRINT# 1      |
| BUSINESS PHONE | COMMENTS                       |                       |                    |                |                 |

JOB# 1 CHARGES

MO: [REDACTED]

LABOR

GEN. REPAIR INSPECTION TECH(S) 4930  
 CUSTOMER STATES VEHICLE IS HAVING A DIFFICULT TIME  
 ACCELERATING FROM A STOP INTERMITTENTLY. HAS HAPPEN  
 10+ TIMES SINCE PICKING UP VEHICLE FROM LAST VISIT.  
 CHECK AND ADVISE.  
 ACCELERATION WAS FINE BUT THE TRANS SHIFTER HARD ON LIGHT  
 THROTTLE AFTER COMPLETE TESTING AND ADPTIVES SET TRANS WAS  
 REQUESTED.  
 CHECKED SCAN/UPDATES ATF LEVEL AND COLOR REFORMED TRA 049  
 ADAPTIVE RESET AND FINAL TEST DRIVE SEE CASE [REDACTED] BUT  
 UNIT STARTED SHIFTING HARD AGAIN AS REQUESTED RECHECK LEVEL  
 AND PERFORMED A FULL FLUID EXCHANGE ONCE MORE. THEN RAN  
 TRA 049 TWO MORE TIMES. REPLACED TRANSMISSION, FLUSHED  
 COOLER AND TEST DROVE VEHICLE WORKING AS DESIGNED.

WARRANTY

## DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

| PARTS | QTY | FP NUMBER | DESCRIPTION     | UNIT PRICE |
|-------|-----|-----------|-----------------|------------|
|       | 1   |           | REMAN NOT AVAIL |            |
|       | 1   |           | TRANS COOLER FL |            |
|       | 6   |           | ATF TYPE 4(M)   |            |

TOTAL - PARTS

WARRANTY  
WARRANTY  
WARRANTY  
0.00

| SUBLET | PO# | VEND INV# | INV DATE | DESCRIPTION |
|--------|-----|-----------|----------|-------------|
|        |     |           | 09/03/16 | RENTAL      |

TOTAL - SUBLET

WARRANTY  
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

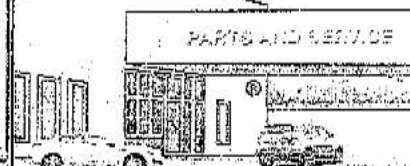
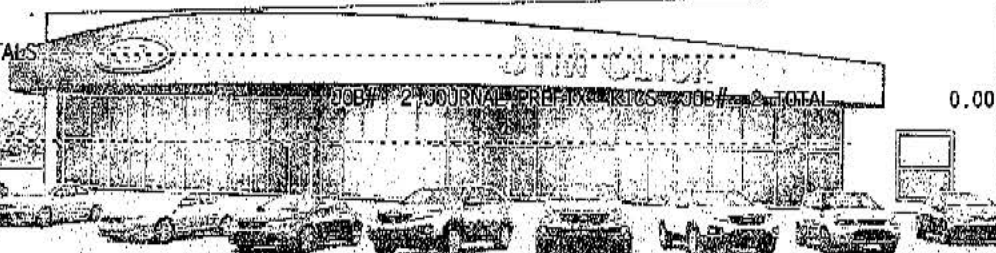
LABOR

CK CHECK FOR RECALLS TECH(S) [REDACTED]  
 CHECKED FOR RECALLS. NONE OPEN AT THIS TIME

INTERNAL

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 0.00

COMMENTS  
WAITER



# JIM CLICK KIA TUCSON AUTOMALL

Tucson, AZ

Dealer Code



www.jimclickkia.com

Mon. - Fri. 7am to 7pm  
Sat. 7am to 5pm

CELL: [REDACTED]

|                         |                                                   |             |                        |                   |
|-------------------------|---------------------------------------------------|-------------|------------------------|-------------------|
| CUSTOMER NO. [REDACTED] | ADVISED BY [REDACTED]                             | 3 NO. L20   | INVOICE DATE 09/02/16  | IN [REDACTED]     |
| [REDACTED]              | LABOR RATE                                        | LICENSE NO. | 38,858 MILEAGE         | COLOR SNOW WHT PR |
| KINGMAN, AZ [REDACTED]  | YEAR/MAKE/MODEL 16/KIA/SORENTO/4DR FWD 2.0T EX    |             | DELIVERY DATE 02/06/15 | DELIVERY MILES 23 |
| [REDACTED]              | VEHICLE I.D. NO. 5 X Y P H 4 A 1 7 G G [REDACTED] |             | DEALER NO. [REDACTED]  | PRODUCTION DATE   |
| [REDACTED]              | F.T.E. NO.                                        | P.O. NO.    | R.O. DATE 08/26/16     | REPRINT# 1        |
| RES [REDACTED]          | BUSINESS PHONE                                    | COMMENTS    |                        |                   |
| TOTALS                  |                                                   |             |                        |                   |

MO: [REDACTED]

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] CREDIT CARD [ ] OTHER \*\*\*\*\*

YOU MAY BE SELECTED TO RECEIVE A SURVEY FROM KIA.  
 IF YOU ARE UNABLE TO RATE US 100% PLEASE TELL YOUR  
 SERVICE ADVISOR. YOUR SATISFACTION IS OUR HIGHEST  
 PRIORITY! THANK YOU FOR CHOOSING JIM CLICK KIA.

The Tuttle-Click Automotive Group would like your permission  
 to contact you using the phone number that you provided.  
 BY SIGNING THIS FORM, YOU AGREE TO RECEIVE AUTOMATED TEXTS  
 AND/OR PRE-RECORDED VOICE MESSAGES AT THE NUMBER PROVIDED ON  
 THIS FORM. This may include relevant Sales, Service,  
 Marketing and/or other general information.

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

## DISCLAIMER OF WARRANTIES

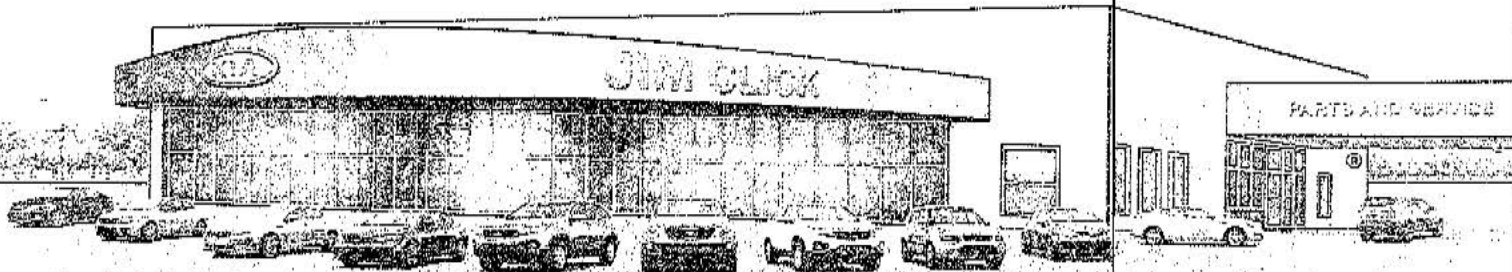
Any warranties on the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

## LIMITED WARRANTY

Please request a copy of your limited warranty from your service advisor. Note that coverage varies based on year, make, model and whether or not the part is installed by factory approved technicians.







# JIM CLICK KIA TUCSON AUTOMALL

Tucson, AZ

Dealer Code



www.jimclickkia.com

Mon. - Fri. 7am to 7pm  
Sat. 7am to 5pm

CELL: [REDACTED]

|                         |                                                |                        |                       |
|-------------------------|------------------------------------------------|------------------------|-----------------------|
| CUSTOMER NO. [REDACTED] | ADVISOR LEVI MOORE                             | AG NO. [REDACTED]      | INVOICE DATE 08/25/16 |
| [REDACTED]              | LABOR RATE                                     | LICENSE NO.            | 38,817 SNOW WHT PR    |
| KINGMAN, AZ             | YEAR/MAKE/MODEL 10/KIA/SORENTO/4DR FWD 2.0T EX | DELIVERY DATE 02/06/15 | DELIVERY MILES 23     |
| [REDACTED]              | VEHICLE ID NO. 5XYPH4A17GG001320               | SELLING DEALER NO. 31  | PRODUCTION DATE       |
| [REDACTED]              | F.T.E. NO.                                     | P.O. NO.               | 07/22/16 REPRINT# 2   |
| RE [REDACTED]           | BUSINESS PHONE                                 | COMMENTS               | MO: [REDACTED]        |

## JOB# 1 CHARGES

LABOR  
J# 1 02K1ZC0S1 GEN. REP/INSPECTION TECH(S) 4930 WARRANTY

CUSTOMER STATES A/C BLOWING HOT. CHECK AND ADVISE.  
CODE B16A4 ECV AND COMPRESSOR PLATE STICKING  
SCAN CODE READ DATA AND VOLTAGE AT ECV EVAC/CHARGE AND  
REPLACE A/C COMPRESSOR.

| PARTS | QTY | FP NUMBER | DESCRIPTION     | UNIT PRICE |
|-------|-----|-----------|-----------------|------------|
| 1     |     |           | COMPRESSOR ASSY |            |
| 2     |     |           | REFRIGERANT     |            |

TOTAL - PARTS

WARRANTY  
WARRANTY  
0.00

| SUBLET | PO# | VEND INV# | INV. DATE | DESCRIPTION           |
|--------|-----|-----------|-----------|-----------------------|
|        |     |           | 08/25/16  | RENTAL PARTNERS AUTH# |
|        |     |           | 08/25/16  | FACTORY WARRANTY      |

TOTAL - SUBLET

300.00  
WARRANTY  
300.00

| MISC | CODE | DESCRIPTION | CONTROL NO. |
|------|------|-------------|-------------|
|      |      | PARTNERS    |             |

TOTAL - MISC

-300.00  
-300.00

## JOB# 1 TOTALS

SUBLET

300.00

MISC

-300.00

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL

0.00

## JOB# 2 CHARGES

LABOR  
J# 2 00K1Z03 VEHICLE INSPECTION TECH(S) 4930 INTERNAL

Perform vehicle inspection - Note: This is a visual inspection only and does not include any disassembly of the vehicle or components. This is not intended to discover, and may not discover internal or hidden damage not detectable upon visual inspection. Your vehicle may have conditions that are not evident, present or noticed at the time of the inspection; and our report does not provide any guarantee or warranty regarding future breakdowns.

## JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL

0.00

## JOB# 3 CHARGES

LABOR  
J# 3 12K1ZRECALL CK. CHECK FOR RECALLS TECH(S) [REDACTED] INTERNAL

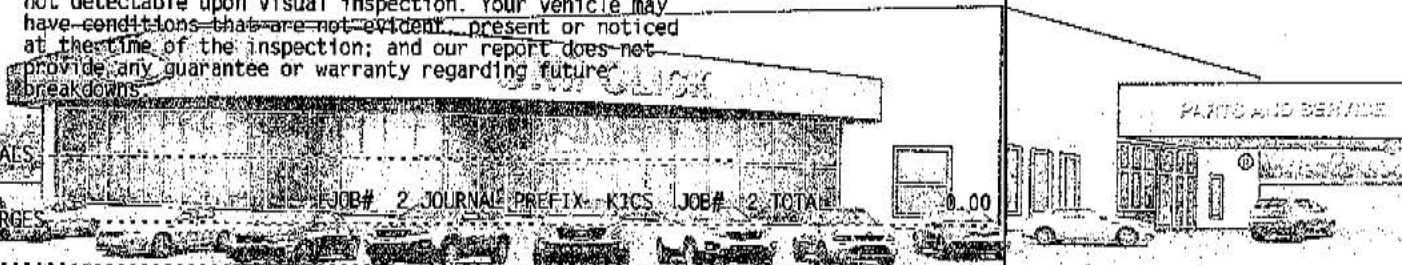
CHECKED FOR RECALLS. NONE OPEN

## DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

## LIMITED WARRANTY

Please request a copy of your limited warranty from your service advisor. Note that coverage varies based on year, make, model and whether or not the part is installed by factory approved technicians.





# JIM CLICK KIA TUCSON AUTOMALL

Tucson, AZ

Dealer Code



www.jimclickkia.com

Mon. - Fri. 7am to 7pm  
Sat. 7am to 5pm

CELL: [REDACTED]

|                         |                                                    |                        |                            |
|-------------------------|----------------------------------------------------|------------------------|----------------------------|
| CUSTOMER NO. [REDACTED] | ADVISOR LEVI MOORE                                 | IS NO. [REDACTED]      | INVOICE DATE 08/25/16      |
| [REDACTED]              | LABOR RATE [REDACTED]                              | LICENSE NO. [REDACTED] | 38,817 SNOW WHT PR         |
| KINGMAN, AZ [REDACTED]  | YEAR / MAKE / MODEL 16/KIA/SORENTO/4DR FWD 2.0T EX | DELIVERY DATE 02/06/15 | DELIVERY MILES 23          |
| [REDACTED]              | VEHICLE I.D. NO. 5 X Y P H 4 A 1 7 G G             | DEALER NO. [REDACTED]  | PRODUCTION DATE [REDACTED] |
| [REDACTED]              | R.T.E. NO. [REDACTED]                              | P.O. NO. [REDACTED]    | R.O. DATE 07/22/16         |
| RES [REDACTED]          | BUSINESS PHONE [REDACTED]                          | COMMENTS [REDACTED]    | MO: [REDACTED]             |

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX KICS JOB# 3 TOTAL

0.00

JOB# 4 CHARGES

LABOR [REDACTED] RECOMMEND NOT DONE TECH(S): 4930 INTERNAL  
Added Operation [REDACTED] 07/22/2016 14:16)  
DOCUMENT ONLY - RECOMMENDED THE FOLLOWING SERVICE(S) AND  
CUSTOMER EITHER DECLINED AT THIS TIME OR HAS INDICATED THEY  
INTEND TO RETURN FOR WORK TO BE PERFORMED.  
NONE

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX KICS JOB# 4 TOTAL

0.00

JOB# 5 CHARGES

LABOR [REDACTED] FLUID EXCHANGE TECH(S): [REDACTED] 79.61  
Added Operation [REDACTED] 08/23/2016 16:08)  
PERFORM AUTOMATIC TRANSMISSION FLUID EXCHANGE  
ROUTINE MAINTENANCE  
CHECK TRANSMISSION PRESSURES, 100% TRANSMISSION FLUID  
EXCHANGE, ROAD TEST FOR OPERATION

| PARTS         | QTY | FP NUMBER  | DESCRIPTION     | UNIT PRICE |        |
|---------------|-----|------------|-----------------|------------|--------|
|               | 1   | [REDACTED] | ATF FLUSH       | 34.74      | 34.74  |
|               | 12  | [REDACTED] | UNITRAN SYN ATF | 8.80       | 105.60 |
| TOTAL - PARTS |     |            |                 |            | 140.34 |

| MISC         | CODE       | DESCRIPTION   | CONTROL NO |        |
|--------------|------------|---------------|------------|--------|
|              | [REDACTED] | 15% SAT       |            | -37.50 |
|              | [REDACTED] | 15% SAT LABOR |            | -37.50 |
| TOTAL - MISC |            |               |            | -75.00 |

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX KICS JOB# 5 TOTAL

144.95

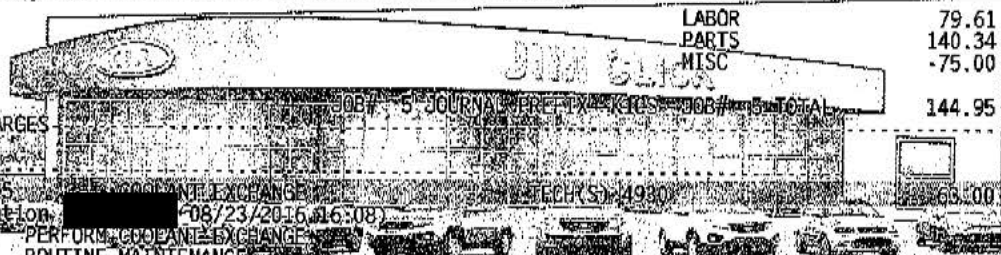
JOB# 6 CHARGES

LABOR [REDACTED] COOLANT EXCHANGE TECH(S): 4930 63.00  
Added Operation [REDACTED] 08/23/2016 16:08)  
PERFORM COOLANT EXCHANGE  
ROUTINE MAINTENANCE  
PRESSURE TEST COOLING SYSTEM, PERFORM COOLANT EXCHANGE, ADD  
TREATMENT AND REFILL TO MANUFACTURERS SPECIFICATIONS

| PARTS | QTY | FP NUMBER  | DESCRIPTION   | UNIT PRICE |       |
|-------|-----|------------|---------------|------------|-------|
|       | 1   | [REDACTED] | COOLANT       | 14.95      | 14.95 |
|       | 1   | [REDACTED] | COOLANT FLUSH | 22.00      | 22.00 |

**DISCLAIMER OF WARRANTIES**  
Any warranties on the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

**LIMITED WARRANTY**  
Please request a copy of your limited warranty from your service advisor. Note that coverage varies based on year, make, model and whether or not the part is installed by factory approved technicians.





# JIM CLICK KIA TUCSON AUTOMALL

775 W. Wetmore  
Tucson, AZ 85705  
(520) 408-6350  
Dealer Code AZ044



www.jimclickkia.com

Mon. - Fri. 7am to 7pm  
Sat. 7am to 5pm

CELL: 714-496-8316

|                |                                |           |                |            |
|----------------|--------------------------------|-----------|----------------|------------|
| CUSTOMER NO.   | [REDACTED]                     |           | INVOICE DATE   | 08/25/16   |
| LABOR RATE     | LICENSE NO.                    | MILEAGE   | 38,817         | CLERK      |
| NAME/ADDRESS   | 10 KIA/SORENTO/4DR FWD 2.0T EX |           | DELIVERY DATE  | 02/06/15   |
| VEHICLE ID NO. | 3 X Y P H 4 A 1 7 G G          |           | DELIVERY MILES | 23         |
| R.T.E. NO.     | R.O. NO.                       | R.O. DATE | 07/22/16       | REPRINT# 2 |
| BUSINESS PHONE | COMMENTS                       |           | MO: [REDACTED] |            |

TOTAL - PARTS 36.95

JOB# 6 TOTALS-----

LABOR 63.00  
PARTS 36.95

JOB# 7 CHARGES-----

JOB# 6 JOURNAL PREFIX K1CS JOB# 6 TOTAL 99.95

LABOR-----

Added Operation [REDACTED] 08/23/2016 16:08) PERFORM COMPLETE FUEL INJECTION SYSTEM SERVICE  
ROUTINE MAINTENANCE  
SERVICE CLEANS ALL FUEL INJECTORS, INTAKE MANIFOLD, PORTS,  
INTAKE VALVES AND COMBUSTION CHAMBER AS APPLICABLE.

| PARTS         | QTY | FP NUMBER  | DESCRIPTION | UNIT PRICE |       |
|---------------|-----|------------|-------------|------------|-------|
|               | 1   | [REDACTED] | EFI FLUSH   | 39.95      | 39.95 |
| TOTAL - PARTS |     |            |             | 39.95      | 39.95 |

JOB# 7 TOTALS-----

LABOR 75.00  
PARTS 39.95

JOB# 8 CHARGES-----

JOB# 7 JOURNAL PREFIX K1CS JOB# 7 TOTAL 114.95

LABOR-----

Added Operation [REDACTED] 08/23/2016 16:08) CHECK AIR FILTER, REPLACE IF NECESSARY.  
REPLACED AIR FILTER & CLEANED AIR BOX.

| PARTS         | QTY | FP NUMBER  | DESCRIPTION     | UNIT PRICE |       |
|---------------|-----|------------|-----------------|------------|-------|
|               | 1   | [REDACTED] | FILTER-AIR CLEA | 20.99      | 20.99 |
| TOTAL - PARTS |     |            |                 | 20.99      | 20.99 |

JOB# 8 TOTALS-----

PARTS 20.99

JOB# 9 CHARGES-----

JOB# 8 JOURNAL PREFIX K1CS JOB# 8 TOTAL 20.99

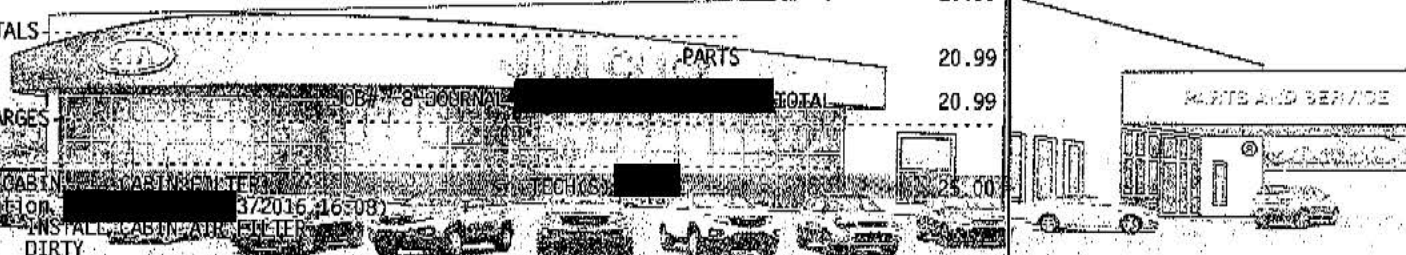
LABOR-----

Added Operation [REDACTED] 08/23/2016 16:08) INSTALL CABIN AIR FILTER  
DIRTY  
REPLACED CABIN AIR FILTER

| PARTS         | QTY | FP NUMBER  | DESCRIPTION     | UNIT PRICE |       |
|---------------|-----|------------|-----------------|------------|-------|
|               | 1   | [REDACTED] | CABIN AIR FILTE | 19.95      | 19.95 |
| TOTAL - PARTS |     |            |                 | 19.95      | 19.95 |

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**LIMITED WARRANTY**  
Please request a copy of your limited warranty from your service advisor. Note that coverage varies based on year, make, model and whether or not the part is installed by factory approved technicians.





# JIM CLICK KIA TUCSON AUTOMALL

Tucson, AZ

Dealer Code



www.jimclickkia.com

Mon. - Fri. 7am to 7pm  
Sat. 7am to 5pm

CELL: [REDACTED]

|                           |                                                |                        |                       |
|---------------------------|------------------------------------------------|------------------------|-----------------------|
| CUSTOMER NO. [REDACTED]   | ADDRESS [REDACTED]                             | AG NO. [REDACTED]      | INVOICE DATE 08/25/16 |
| [REDACTED]                | LABOR RATE [REDACTED]                          | LICENSE NO. [REDACTED] | MILEAGE 38,817        |
| KINGMAN, AZ [REDACTED]    | YEAR/MAKE/MODEL 16/KIA/SORENTO/4DR FWD 2.0T EX | COLOR SNOW WHT PR      | [REDACTED]            |
| [REDACTED]                | VEHICLE I.D. NO. 5 X Y P H 4 A 1 7 G G         | DELIVERY DATE 02/06/15 | DELIVERY MILES 23     |
| [REDACTED]                | F.T.E. NO. [REDACTED]                          | P.O. NO. [REDACTED]    | DEALER NO. [REDACTED] |
| [REDACTED]                | [REDACTED]                                     | R.O. DATE 07/22/16     | REPRINT# 2            |
| BUSINESS PHONE [REDACTED] | COMMENTS [REDACTED]                            | MO: [REDACTED]         |                       |

JOB# 9 TOTALS

|                                         |       |
|-----------------------------------------|-------|
| LABOR                                   | 25.00 |
| PARTS                                   | 19.95 |
| JOB# 9 JOURNAL PREFIX KICS JOB# 9 TOTAL | 44.95 |

JOB# 10 CHARGES

|                                               |       |
|-----------------------------------------------|-------|
| LABOR                                         | 13.40 |
| Added Operation [REDACTED] @ 08/23/2016 16:23 |       |

PERFORM LUBE, OIL AND FILTER CHANGE  
ROUTINE MAINTENANCE  
CHANGE OIL FILTER AND REPLACE ENGINE OIL  
CHECK FLUID LEVELS AND CONDITION  
CUSTOMER HAS MOPAR ESSENTIAL MAINTENANCE PLAN.  
MOPAR TO PAY FOR OIL CHANGE

| PARTS         | QTY | FP NUMBER  | DESCRIPTION     | UNIT PRICE |       |
|---------------|-----|------------|-----------------|------------|-------|
|               | 1   | [REDACTED] | OIL FILT        | 3.75       | 3.75  |
|               | 1   | [REDACTED] | DRAIN PLUG GASK | 1.00       | 1.00  |
|               | 6   | [REDACTED] | MOBIL SUPER 5W- | 2.80       | 16.80 |
| TOTAL - PARTS |     |            |                 |            | 21.55 |

| MISC         | CODE       | DESCRIPTION | CONTROL NO |        |
|--------------|------------|-------------|------------|--------|
|              | [REDACTED] | RYAN        | [REDACTED] | -36.69 |
| TOTAL - MISC |            |             |            | -36.69 |

JOB# 10 TOTALS

|                                           |        |
|-------------------------------------------|--------|
| LABOR                                     | 13.40  |
| PARTS                                     | 21.55  |
| MISC                                      | -36.69 |
| JOB# 10 JOURNAL PREFIX KICS JOB# 10 TOTAL | -1.74  |

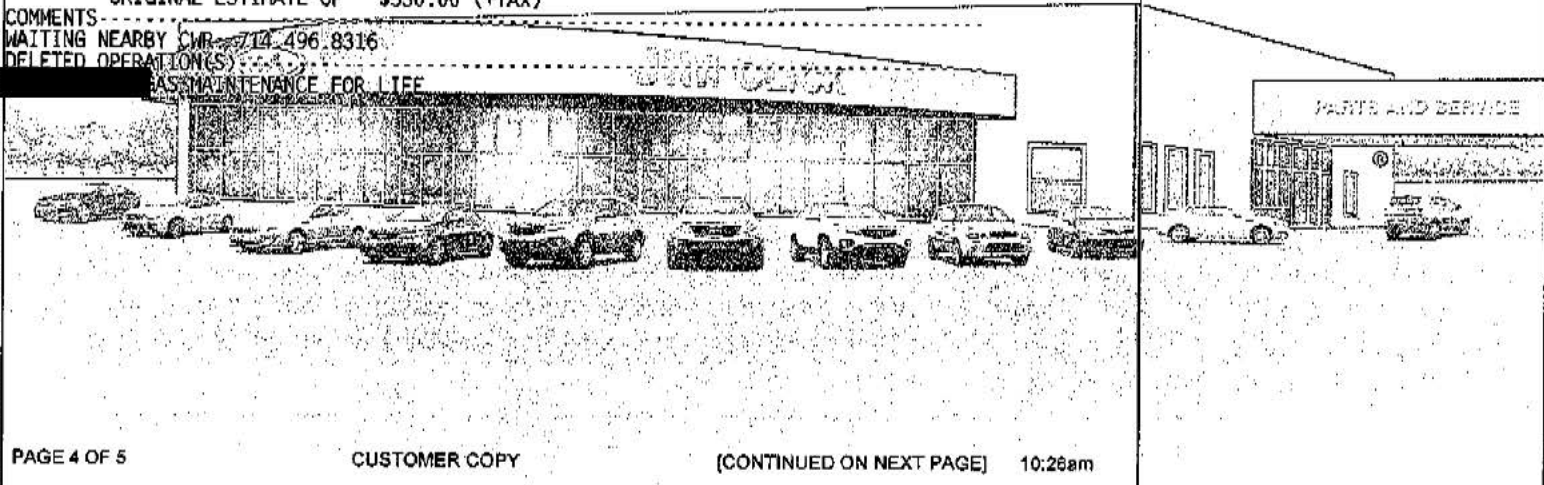
ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$530.00 (+TAX)

COMMENTS  
WAITING NEARBY CWR 714 496 8316  
DELETED OPERATIONS

AS MAINTENANCE FOR LIFE

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**LIMITED WARRANTY**  
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# JIM CLICK KIA TUCSON AUTOMALL

Tucson, AZ

Dealer Code



www.jimclickkia.com

Mon. - Fri. 7am to 7pm  
Sat. 7am to 5pm

CELL: [REDACTED]

|                         |                                                                    |             |                              |                                  |                             |
|-------------------------|--------------------------------------------------------------------|-------------|------------------------------|----------------------------------|-----------------------------|
| CUSTOMER NO. [REDACTED] | PURCHASER<br><b>LEVI MOORE</b>                                     |             | NO. [REDACTED]               | INVOICE DATE<br><b>08/25/16</b>  | [REDACTED]                  |
| [REDACTED]              | LABOR RATE                                                         | LICENSE NO. | MILEAGE<br><b>38,817</b>     | COLOR<br><b>SNOW WHT PR</b>      | [REDACTED]                  |
| <b>KINGMAN, AZ</b>      | YEAR / MAKE / MODEL<br><b>16 / KIA / Sorento / 4DR FWD 2.0T EX</b> |             |                              | DELIVERY DATE<br><b>02/06/15</b> | DELIVERY MILES<br><b>23</b> |
| [REDACTED]              | VEHICLE I.D. NO.<br><b>5 X Y P H 4 A 1 7 G G</b>                   |             |                              | SELLING DEALER NO.<br><b>31</b>  | PRODUCTION DATE             |
| [REDACTED]              | F.T.E. NO.                                                         | P.O. NO.    | R.O. DATE<br><b>07/22/16</b> | REPRINT# <b>2</b>                |                             |
| RE [REDACTED]           | BUSINESS PHONE                                                     | COMMENTS    |                              |                                  |                             |
| TOTALS                  |                                                                    |             |                              |                                  |                             |

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] CREDIT CARD [ ] OTHER \*  
 \*\*\*\*\*

YOU MAY BE SELECTED TO RECEIVE A SURVEY FROM KIA.  
 IF YOU ARE UNABLE TO RATE US 100% PLEASE TELL YOUR  
 SERVICE ADVISOR. YOUR SATISFACTION IS OUR HIGHEST  
 PRIORITY! THANK YOU FOR CHOOSING JIM CLICK KIA.

The Tuttle-Click Automotive Group would like your permission  
 to contact you using the phone number that you provided.  
 BY SIGNING THIS FORM, YOU AGREE TO RECEIVE AUTOMATED TEXTS  
 AND/OR PRE-RECORDED VOICE MESSAGES AT THE NUMBER PROVIDED ON  
 THIS FORM. This may include relevant Sales, Service,  
 Marketing and/or other general information.

|                  |         |
|------------------|---------|
| TOTAL LABOR....  | 256.01  |
| TOTAL PARTS....  | 279.73  |
| TOTAL SUBLET.... | 300.00  |
| TOTAL G.O.G....  | 0.00    |
| TOTAL MISC CHG.  | 0.00    |
| TOTAL MISC DISC  | -411.69 |
| TOTAL TAX.....   | 19.62   |

**TOTAL INVOICE \$ 443.67**

**DISCLAIMER OF WARRANTIES**  
 Any warranties on the products sold  
 hereby are those of the manufacturer.  
 The seller hereby expressly disclaims all  
 warranties, either express or implied,  
 including any implied warranty of mer-  
 chantability or fitness for a particular  
 purpose, and the seller neither assumes  
 nor authorizes any other person to  
 assume for it any liability in connection  
 with the sale of said products. Any  
 limitation contained herein does not  
 apply where prohibited by law.

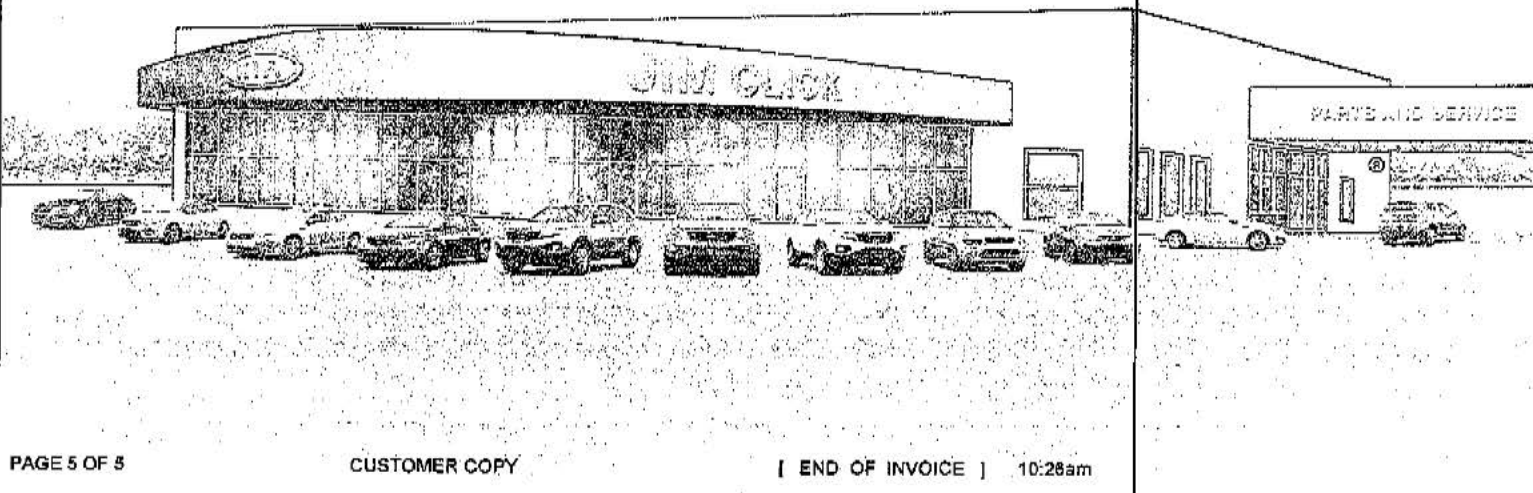
## LIMITED WARRANTY

Please request a copy of your limited  
 warranty from your service advisor. Note  
 that coverage varies based on year,  
 make, model and whether or not the part  
 is installed by factory approved  
 technicians.

CUSTOMER SIGNATURE  
 \*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*





# JIM CLICK KIA TUCSON AUTOMALL

Tucson, AZ

Dealer Code



www.jimclickkia.com

Mon. - Fri. 7am to 7pm  
Sat. 7am to 5pm

CELL: [REDACTED]

|                         |                                                              |                                  |                                 |
|-------------------------|--------------------------------------------------------------|----------------------------------|---------------------------------|
| CUSTOMER NO. [REDACTED] | ADVISOR<br><b>MARCO RAMIREZ JR.</b>                          | NO. [REDACTED]                   | INVOICE DATE<br><b>08/26/15</b> |
| [REDACTED]              | LABOR RATE                                                   | LICENSE NO.                      | MILEAGE<br><b>17,567</b>        |
| KINGMAN, AZ [REDACTED]  | YEAR / MAKE / MODEL<br><b>16/KIA/SORENTO/4DR FWD 2.0T EX</b> | DELIVERY DATE<br><b>02/06/15</b> | DELIVERY MILES<br><b>23</b>     |
| [REDACTED]              | VEHICLE ID. NO.<br><b>5 X Y P H 4 A 1 7 G G</b>              | DEALER NO.                       | PRODUCTION DATE                 |
| RES [REDACTED]          | BUSINESS PHONE                                               | COMMENTS                         | MO: [REDACTED]                  |

JOB# 1 CHARGES

LABOR  
J# [REDACTED] \*LUBE OIL & FILTER TECH(S) 7287 9.20

PERFORM LUBE, OIL AND FILTER CHANGE  
ROUTINE MAINTENANCE  
CHANGE OIL FILTER AND REPLACE ENGINE OIL  
CHECK FLUID LEVELS AND CONDITION  
8/26/2015 8:08 AM MIKE - MOPAR: SERVICES MUST BE PERFORMED  
AT CHRYSLER DEALERSHIP IN ORDER FOR MAINTENANCE PLAN TO PAY  
FOR SERVICE. FURTHER RESEARCH WILL BE CONDUCTED BY SERVICE  
MANAGER IN ORDER TO DETERMINE HOW TO BETTER ACCOMMODATE  
CUSTOMER IN FUTURE.

| PARTS         | QTY | FR. NUMBER | DESCRIPTION     | UNIT PRICE |
|---------------|-----|------------|-----------------|------------|
|               | 1   | [REDACTED] | OIL FILT        | 3.75       |
|               | 1   | [REDACTED] | DRAIN PLUG GASK | 1.00       |
|               | 6   | [REDACTED] | MOBIL SUPER 5W- | 3.50       |
| TOTAL - PARTS |     |            |                 | 21.00      |

| MISC         | CODE       | DESCRIPTION | CONTROL NO |
|--------------|------------|-------------|------------|
|              | [REDACTED] | RYAN        | [REDACTED] |
| TOTAL - MISC |            |             | -36.52     |

JOB# 1 TOTALS

LABOR 9.20  
PARTS 25.75  
MISC -36.52

JOB# 2 CHARGES JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL -1.57

LABOR  
J# 2 OSK/CZ CAMPAIGN OPERATIONS TECH [REDACTED] WARRANTY

PERFORM THE FOLLOWING CAMPAIGN PER MANUFACTURER INSTRUCTIONS  
FRONT PASSENGER SEATBELT BUCKLE

REPLACED FRONT PASSENGER'S SEATBELT BUCKLE AS PER

| PARTS         | QTY | FR. NUMBER | DESCRIPTION | UNIT PRICE |
|---------------|-----|------------|-------------|------------|
| TOTAL - PARTS |     |            |             | 0.00       |

JOB# 2 TOTALS

JOB# 3 CHARGES

LABOR  
J# [REDACTED] GEN. REP. INSPECTION TECH(S) 7287 INTERNAL

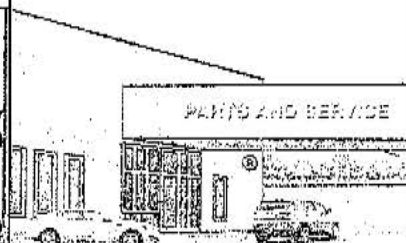
CUSTOMER STATES TIRE PRESSURE WARNING LIGHT IS COMING ON.  
CUSTOMER SUSPECTS LEFT REAR TIRE IS LOOSING AIR. CHECK  
ALL. ADVISE.  
ALL TIRES WERE AT 29 PSI.

## DISCLAIMER OF WARRANTIES

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## LIMITED WARRANTY

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# JIM CLICK KIA TUCSON AUTOMALL

775 W. Wetmore  
Tucson, AZ 85705  
(520) 408-6350  
Dealer Code AZ044



www.jimclickkia.com

Mon. - Fri. 7am to 7pm  
Sat. 7am to 6pm

CELL: [REDACTED]

|                |                        |             |                    |          |
|----------------|------------------------|-------------|--------------------|----------|
| CUSTOMER NO.   | MARCO RAMIREZ JR.      |             | INVOICE DATE       | 08/26/15 |
| KINGMAN, AZ    | LABOR RATE             | LICENSE NO. | MILEAGE            | 17,567   |
|                | VEHICLE MAKE AND MODEL |             | DELIVER DATE       | 02/06/15 |
|                | VEHICLE VIN            |             | DELIVERY MILES     | 23       |
|                | VEHICLE ID NO.         |             | SELLING DEALER NO. | 51       |
|                | F.T.E. NO.             | P.O. NO.    | R.C. DATE          | 08/26/15 |
| BUSINESS PHONE | COMMENTS               |             |                    |          |

MO: 17567

ADJUSTED TIRE PRESSURES. CHECKED FOR NAILS/PUNCTURES.  
NO PROBLEM FOUND AT THIS TIME.

JOB# 3 TOTALS.....

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES.....

LABOR.....  
J# [REDACTED] VEHICLE INSPECTION TECH(S) [REDACTED] INTERNAL

Perform vehicle inspection - Note: This is a visual inspection only and does not include any disassembly of the vehicle or components. This is not intended to discover, and may not discover internal or hidden damage not detectable upon visual inspection. Your vehicle may have conditions that are not evident, present or noticed at the time of the inspection; and our report does not provide any guarantee or warranty regarding future breakdowns.

JOB# 4 TOTALS.....

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES.....

LABOR.....  
J# [REDACTED] CALL/CLK CHECK FOR RECALLS TECH(S) [REDACTED] INTERNAL

AS PART OF SERVICE VISIT, CHECK MANUFACTURER OR SAFECAR.GOV FOR ANY OPEN RECALLS, AND ATTACH REPORT TO HARD COPY. CLOSE RO LINE WITH APPROPRIATE INFO (IE: NO OPEN RECALLS AT THIS TIME. RECALL DONE ON RO#---, CUSTOMER TO RESCHEDULE, NEED TO ORDER PART, CUSTOMER INSTRUCTED TO SEE AUTHORIZED DEALER). SC123 PERFORMED ON LINE 2. NO OTHER OPEN RECALLS AT THIS TIME.

JOB# 5 TOTALS.....

JOB# 5 JOURNAL PREFIX K1CS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES.....

LABOR.....  
J# [REDACTED] SEN REPLY INSPECTION TECH(S) [REDACTED] INTERNAL

Added Operation [REDACTED] 08/26/2015 09:02)

INSTALL CABIN AIR FILTER  
NOT IN STOCK, ORDER CABIN AIR FILTER.

JOB# 6 TOTALS.....

JOB# 6 JOURNAL PREFIX K1CS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES.....

LABOR.....  
J# [REDACTED] REPLACE AIR FILTER TECH(S) 7287

Added Operation [REDACTED] 08/26/2015 09:02)

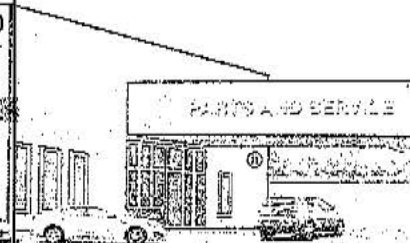
CHECK AIR FILTER, REPLACE IF NECESSARY.

## DISCLAIMER OF WARRANTIES

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# JIM CLICK KIA TUCSON AUTOMALL

Tucson, AZ

Dealer Code



www.jimclickkia.com

Mon. - Fri. 7am to 7pm  
Sat. 7am to 5pm

CELL: [REDACTED]

|                         |                                                              |                                  |                                    |
|-------------------------|--------------------------------------------------------------|----------------------------------|------------------------------------|
| CUSTOMER NO. [REDACTED] | ADVISOR<br><b>MARCO RAMIREZ JR.</b>                          | AG NO. [REDACTED]                | INVOICE DATE<br><b>08/26/15</b>    |
| [REDACTED]              | LABOR RATE                                                   | LICENSE NO.                      | MILEAGE<br><b>17,567</b>           |
| [REDACTED]              | YEAR / MAKE / MODEL<br><b>16/KIA/SORENTO/4DR FWD 2.0T EX</b> | COLOR<br><b>SNOW WHT PR</b>      | [REDACTED]                         |
| KINGMAN, AZ [REDACTED]  | VEHICLE I.D. NO.<br><b>5 X Y P H 4 A 1 7 G G</b>             | DELIVERY DATE<br><b>02/06/15</b> | DELIVERY MILES<br><b>23</b>        |
| [REDACTED]              | R.T.E. NO.                                                   | P.O. NO.                         | SELLING DEALER NO.<br><b>31</b>    |
| [REDACTED]              | BUSINESS PHONE                                               | COMMENTS                         | PRODUCTION DATE<br><b>08/26/15</b> |
| [REDACTED]              |                                                              |                                  | MO: [REDACTED]                     |

REPLACED AIR FILTER &amp; CLEANED AIR BOX.

| PARTS         | QTY | FR. NUMBER | DESCRIPTION     | UNIT PRICE | PRICE |
|---------------|-----|------------|-----------------|------------|-------|
|               | 1   | [REDACTED] | FILTER-AIR CLEA | 19.99      | 19.99 |
| TOTAL - PARTS |     |            |                 |            | 19.99 |

JOB# 7 TOTALS

PARTS

19.99

JOB# 7 JOURNAL PREFIX K1CS JOB# 7 TOTAL

19.99

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$21.21 (+TAX)

COMMENTS  
MOPAR [REDACTED]  
DELETED OPERATION(S)  
00K1ZRECOMMEND RECOMMEND NOT DONE

TOTALS

\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] CREDIT CARD [ ] OTHER \*  
\*\*\*\*\*

YOU MAY BE SELECTED TO RECEIVE A SURVEY FROM KIA.  
IF YOU ARE UNABLE TO RATE US 100% PLEASE TELL YOUR  
SERVICE ADVISOR. YOUR SATISFACTION IS OUR HIGHEST  
PRIORITY! THANK YOU FOR CHOOSING JIM CLICK KIA.

The Tuttle-Click Automotive Group would like your permission  
to contact you using the phone number that you provided.  
BY SIGNING THIS FORM, YOU AGREE TO RECEIVE AUTOMATED TEXTS  
AND/OR PRE-RECORDED VOICE MESSAGES AT THE NUMBER PROVIDED ON  
THIS FORM. This may include relevant Sales, Service,  
Marketing and/or other general information.

|                 |        |
|-----------------|--------|
| TOTAL LABOR     | 9.20   |
| TOTAL PARTS     | 45.74  |
| TOTAL SUBLET    | 0.00   |
| TOTAL G.O.G.    | 0.00   |
| TOTAL MISC CHG. | 0.00   |
| TOTAL MISC DISC | -36.52 |
| TOTAL TAX       | 2.79   |

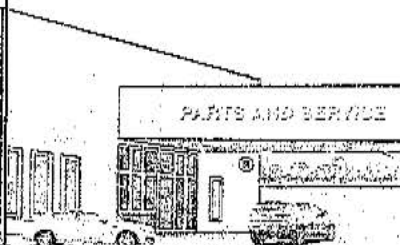
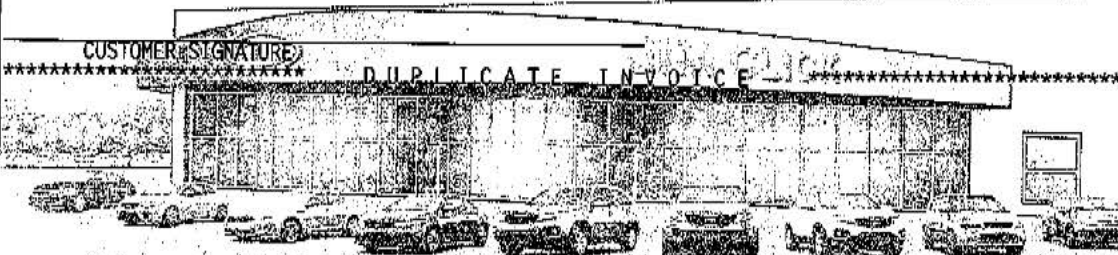
TOTAL INVOICE \$ 21.21

## DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

## LIMITED WARRANTY

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# JIM CLICK KIA TUCSON AUTOMALL

Tucson, AZ

Dealer Code



www.jimclickkia.com

Mon. - Fri. 7am to 7pm  
Sat. 7am to 5pm

CELL: [REDACTED]

|                           |                                                      |                                     |
|---------------------------|------------------------------------------------------|-------------------------------------|
| CUSTOMER NO. [REDACTED]   | ADVISOR<br>LEVI MOORE [REDACTED]                     | INVOICE DATE<br>03/24/15 [REDACTED] |
| [REDACTED]                | LABOR RATE [REDACTED]                                | LICENSE NO. [REDACTED]              |
| [REDACTED]                | MILEAGE<br>3,784                                     | SNOW WHT PR [REDACTED]              |
| KINGMAN, AZ [REDACTED]    | 10/KIA/SORENTO/4DR FWD 2.0T EX                       | DELIVERY DATE<br>02/06/15           |
| [REDACTED]                | VEHICLE I.D. NO.<br>5 X Y P H 4 A 1 7 G G [REDACTED] | DELIVERY MILES<br>23                |
| [REDACTED]                | R.T.E. NO. [REDACTED]                                | SELLING DEALER NO.<br>31            |
| [REDACTED]                | P.O. NO. [REDACTED]                                  | PRODUCTION DATE<br>03/24/15         |
| BUSINESS PHONE [REDACTED] | COMMENTS [REDACTED]                                  | MO: [REDACTED]                      |

JOB# 1 CHARGES

LABOR [REDACTED] MAINTENANCE FOR LIFE TECH(S) [REDACTED] 8.00

GAS ENGINE---MAINTENANCE FOR LIFE---  
REPLACE OIL, OIL FILTER, ROTATE TIRES, CHECK TIRE  
PRESSURES AND PERFORM MULTI-POINT INSPECTION IN ACCORDANCE  
TO MANUFACTURE'S "NORMAL MAINTENANCE SCHEDULE" SERVICE  
INTERVAL RECOMMENDATION LISTED IN OWNER'S MANUAL.  
SCHEDULED MAINTENANCE  
REPLACED OIL, OIL FILTER, CHECKED FLUID LEVELS AND CONDITION  
OF FLUIDS, CHECKED TIRE PRESSURES AND ADJUSTED AS NEEDED.  
PERFORMED TIRE ROTATION.

| PARTS         | QTY | FP | NUMBER     | DESCRIPTION     | UNIT PRICE |       |
|---------------|-----|----|------------|-----------------|------------|-------|
|               | 5   |    | [REDACTED] | OIL             | 2.22       | 11.10 |
|               | 1   |    | [REDACTED] | FILTER          | 2.79       | 2.79  |
|               | 1   |    | [REDACTED] | DRAIN PLUG GASK | 0.60       | 0.60  |
| TOTAL - PARTS |     |    |            |                 |            | 14.49 |

| MISC         | CODE       | DESCRIPTION              | CONTROL NO |        |
|--------------|------------|--------------------------|------------|--------|
|              | [REDACTED] | KIA MAINTENANCE FOR LIFE |            | -23.37 |
| TOTAL - MISC |            |                          |            | -23.37 |

JOB# 1 TOTALS

|       |        |
|-------|--------|
| LABOR | 8.00   |
| PARTS | 14.49  |
| MISC  | -23.37 |

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL -0.88

LABOR [REDACTED] VEHICLE INSPECTION TECH(S) [REDACTED] 7.28 INTERNAL

Perform vehicle inspection - Note: This is a visual inspection only and does not include any disassembly of the vehicle or components. This is not intended to discover, and may not discover, internal or hidden damage not detectable upon visual inspection. Your vehicle may have conditions that are not evident, present or noticed at the time of the inspection, and our report does not provide any guarantee or warranty regarding future breakdowns.

PERFORMED VEHICLE INSPECTION

JOB# 2 TOTALS

JOB# 3 CHARGES

JOB# 1 JOURNAL PREFIX KICS JOB# 2 TOTAL -0.00

LABOR [REDACTED] CHECK FOR RECALLS TECH(S) [REDACTED] 7.28 INTERNAL

## DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

## LIMITED WARRANTY

Please request a copy of your limited warranty from your service advisor. Note that coverage varies based on year, make, model and whether or not the part is installed by factory approved technicians.



# JIM CLICK KIA TUCSON AUTOMALL

Tucson, AZ

Dealer Code



www.jimclickkia.com

Mon. - Fri. 7am to 7pm  
Sat. 7am to 5pm

CELL: [REDACTED]

|                         |                                                     |                           |                   |
|-------------------------|-----------------------------------------------------|---------------------------|-------------------|
| CUSTOMER NO. [REDACTED] | ADVISED<br>LEVI MOORE [REDACTED]                    | INVOICE DATE<br>03/24/15  | IN [REDACTED]     |
| [REDACTED]              | LABOR RATE [REDACTED]                               | LICENSE NO. [REDACTED]    | MILEAGE 3,784     |
| KINGMAN, AZ [REDACTED]  | YEAR MAKE / MODEL<br>16/KIA/SORENTO/4DR FWD 2.0T EX | COLOR<br>SNOW WHT PR      | [REDACTED]        |
| [REDACTED]              | VEHICLE I.D. NO.<br>3XYPH4A17GG [REDACTED]          | DELIVERY DATE<br>02/06/15 | DELIVERY MILES 23 |
| [REDACTED]              | P.T.E. NO. [REDACTED]                               | SELLING DEALER NO.<br>31  | PRODUCTION DATE   |
| RES [REDACTED]          | BUSINESS PHONE [REDACTED]                           | R.O. DATE<br>03/24/15     | [REDACTED]        |
| COMMENTS                |                                                     | MO: [REDACTED]            |                   |

AS PART OF SERVICE VISIT, CHECK MANUFACTURER OR SAFECAR.BOV FOR ANY OPEN RECALLS, AND ATTACH REPORT TO HARD COPY. CLOSE RO LINE WITH APPROPRIATE INFO (IE: NO OPEN RECALLS AT THIS TIME, RECALL DONE ON RO#---. CUSTOMER TO RESCHEDULE, NEED TO ORDER PART, CUSTOMER INSTRUCTED TO SEE AUTHORIZED DEALER). NO RECALLS AT THIS TIME

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----  
WAITER

TOTALS-----

\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] CREDIT CARD [ ] OTHER \*  
\*\*\*\*\*

YOU MAY BE SELECTED TO RECEIVE A SURVEY FROM KIA.  
IF YOU ARE UNABLE TO RATE US 100% PLEASE TELL YOUR  
SERVICE ADVISOR. YOUR SATISFACTION IS OUR HIGHEST  
PRIORITY! THANK YOU FOR CHOOSING JIM CLICK KIA.

The Tuttle-Click Automotive Group would like your permission  
to contact you using the phone number that you provided.  
BY SIGNING THIS FORM, YOU AGREE TO RECEIVE AUTOMATED TEXTS  
AND/OR PRE-RECORDED VOICE MESSAGES AT THE NUMBER PROVIDED ON  
THIS FORM. This may include relevant Sales, Service,  
Marketing and/or other general information.

TOTAL LABOR.... 8.00  
TOTAL PARTS.... 14.49  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC -23.37  
TOTAL TAX..... 0.88

TOTAL INVOICE \$ 0.00

## DISCLAIMER OF WARRANTIES

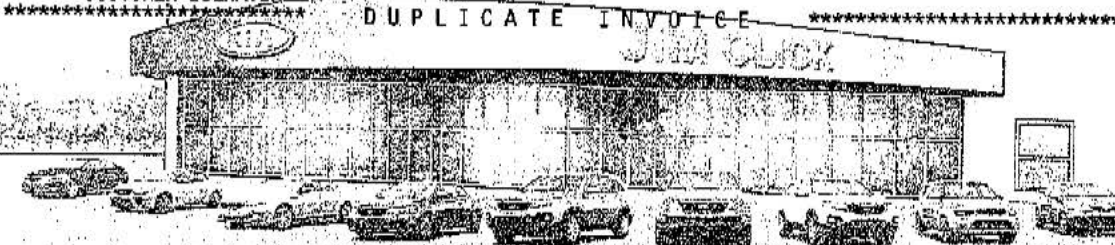
Any warranties on the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

## LIMITED WARRANTY

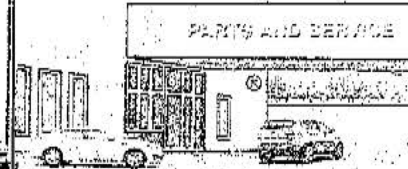
Please request a copy of your limited warranty from your service advisor. Note that coverage varies based on year, make, model and whether or not the part is installed by factory approved technicians.

CUSTOMER SIGNATURE

DUPLICATE INVOICE



PARTS AND SERVICE





# JIM CLICK KIA TUCSON AUTOMALL

Tucson, AZ  
Dealer Code



www.jimclickkia.com

Mon. - Fri. 7am to 7pm  
Sat. 7am to 5pm

CELL: [REDACTED]

|                           |                                                 |                        |                          |
|---------------------------|-------------------------------------------------|------------------------|--------------------------|
| CUSTOMER NO. [REDACTED]   | ADVISOR MARCO RAMIREZ JR. [REDACTED]            | AG NO. [REDACTED]      | INVOICE DATE 03/03/15    |
| [REDACTED]                | LABOR RATE [REDACTED]                           | LICENSE NO. [REDACTED] | MILEAGE 1,865            |
| KINGMAN, AZ [REDACTED]    | 16/KIA/SORENTO/4DR FWD 2.0T EX                  |                        | DELIVERY DATE 02/06/15   |
| [REDACTED]                | VEHICLE ID NO. 3 X Y P H 4 A 1 7 G G [REDACTED] |                        | DELIVERY MILES 23        |
| [REDACTED]                | R.T.E. NO. [REDACTED]                           | R.O. NO. [REDACTED]    | PRODUCTION DATE 03/03/15 |
| BUSINESS PHONE [REDACTED] | COMMENTS [REDACTED]                             |                        | MO: [REDACTED]           |

JOB# 1 CHARGES

LABOR [REDACTED] DO NOT USE THIS JOB TECH(S) 2690 WARRANTY  
Safety Recall [REDACTED] FORCED IDLE MODE  
PERFORMED SC115 FORCED IDLE MODE

| PARTS         | QTY | FP | NUMBER     | DESCRIPTION     | UNIT PRICE | WARRANTY |
|---------------|-----|----|------------|-----------------|------------|----------|
|               | 1   |    | [REDACTED] | PEDAL ASSY-ACCE |            | 0.00     |
| TOTAL - PARTS |     |    |            |                 |            | 0.00     |

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR [REDACTED] CAMPAIGN OPERATIONS TECH(S) 2690 WARRANTY  
Service Action [REDACTED] UM A/C SUCTION HOSE  
PERFORMED SA183 '16 UM A/C SUCTION HOSE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR [REDACTED] VEHICLE INSPECTION TECH(S) 2690 INTERNAL  
Perform vehicle inspection - Note: This is a visual inspection only and does not include any disassembly of the vehicle or components. This is not intended to discover, and may not discover internal or hidden damage not detectable upon visual inspection. Your vehicle may have conditions that are not evident, present or noticed at the time of the inspection; and our report does not provide any guarantee or warranty regarding future breakdowns.

JOB# 3 TOTALS

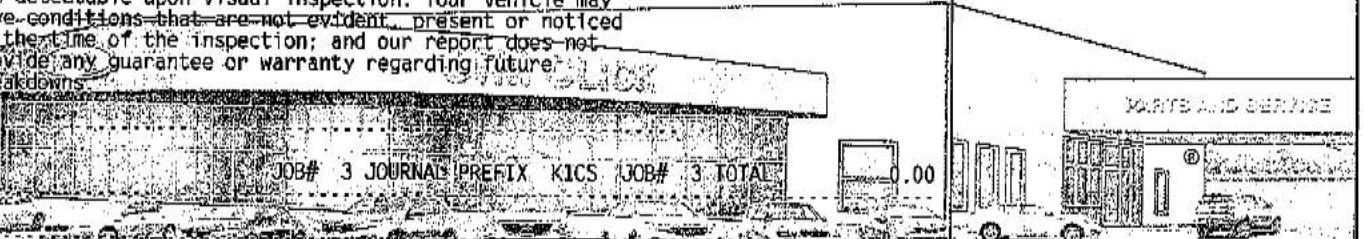
JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

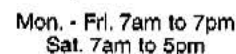
LABOR [REDACTED] CHECK FOR RECALLS [REDACTED] INTERNAL  
AS PART OF SERVICE VISIT, CHECK MANUFACTURER OR SAFECAR.GOV FOR ANY OPEN RECALLS, AND ATTACH REPORT TO HARD COPY. CLOSE RO LINE WITH APPROPRIATE INFO. (IE: NO OPEN RECALLS AT THIS TIME. RECALL DONE ON RO# [REDACTED] CUSTOMER TO RESCHEDULE. NEED TO ORDER PART, CUSTOMER INSTRUCTED TO SEE AUTHORIZED DEALER). NO OPEN RECALLS AT THIS TIME.

**DISCLAIMER OF WARRANTIES**  
Any warranties on the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

**LIMITED WARRANTY**  
Please request a copy of your limited warranty from your service advisor. Note that coverage varies based on year, make, model and whether or not the part is installed by factory approved technicians.







Dealer Code

CELL:

|                           |  |                                       |  |               |  |                                |  |
|---------------------------|--|---------------------------------------|--|---------------|--|--------------------------------|--|
| CUSTOMER NO. [REDACTED]   |  | NAME OF [REDACTED]                    |  | INVOICE DATE  |  | [REDACTED]                     |  |
| KINGMAN, AZ [REDACTED]    |  | LABOR RATE                            |  | LICENSE NO.   |  | MILEAGE                        |  |
|                           |  | 16/KIA/SORENTO/4DR FWD 2.0T EX        |  | 1,865         |  | COLOR SNOW WHT PR [REDACTED]   |  |
|                           |  | YEAR MAKE MODEL                       |  | DELIVERY DATE |  | DELIVERY MILES                 |  |
| [REDACTED]                |  | VEHICLE ID NO. 3XYPH4A17GG [REDACTED] |  | 51            |  | SALE/ING DEALER NO. [REDACTED] |  |
| [REDACTED]                |  | F.T.E. NO.                            |  | R.O. NO.      |  | R.O. DATE                      |  |
| BUSINESS PHONE [REDACTED] |  | COMMENTS                              |  | 03/03/15      |  | [REDACTED]                     |  |
| JOB# 4 TOTALS             |  | MO: [REDACTED]                        |  |               |  |                                |  |

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL

0.00

ESTIMATE.....  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] CREDIT CARD [ ] OTHER \*  
 \*\*\*\*\*

YOU MAY BE SELECTED TO RECEIVE A SURVEY FROM KIA.  
IF YOU ARE UNABLE TO RATE US 100% PLEASE TELL YOUR  
SERVICE ADVISOR. YOUR SATISFACTION IS OUR HIGHEST  
PRIORITY! THANK YOU FOR CHOOSING JIM CLICK KIA.

The Tuttle-Click Automotive Group would like your permission to contact you using the phone number that you provided. BY SIGNING THIS FORM, YOU AGREE TO RECEIVE AUTOMATED TEXTS AND/OR PRE-RECORDED VOICE MESSAGES AT THE NUMBER PROVIDED ON THIS FORM. This may include relevant Sales, Service, Marketing and/or other general information.

|                 |      |
|-----------------|------|
| TOTAL LABOR.... | 0.00 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX.....  | 0.00 |

|                         |             |
|-------------------------|-------------|
| <b>TOTAL INVOICE \$</b> | <b>0.00</b> |
|-------------------------|-------------|

**DISCLAIMER OF WARRANTIES**  
Any warranties on the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

## LIMITED WARRANTY

Please request a copy of your limited warranty from your service advisor. Note that coverage varies based on year, make, model and whether or not the part is installed by factory approved technicians.

**CUSTOMER SIGNATURE**

DUPLICATE INVOICE



# RETAIL INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE (WITH ARBITRATION PROVISION)

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_

|                                                                                       |                                                                                          |                                                                          |
|---------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| Buyer Name and Address<br>(Including County and Zip Code)<br><b>KINGMAN AZ MOHAVE</b> | Co-Buyer Name and Address<br>(Including County and Zip Code)<br><b>KINGMAN AZ MOHAVE</b> | Seller-Creditor (Name and Address)<br><b>JTM CLICK KIA<br/>TUCSON AZ</b> |
|---------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

| New/Used | Year | Make and Model | Odometer | Vehicle Identification Number | Primary Use For Which Purchased                                                                                                                                                                     |
|----------|------|----------------|----------|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NEW      | 2015 | KIA SORENTO    | 23       | 5XYPH4A17G0                   | <input type="checkbox"/> Personal, family, or household unless otherwise indicated below<br><input type="checkbox"/> business<br><input type="checkbox"/> agricultural <input type="checkbox"/> N/A |

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

| ANNUAL PERCENTAGE RATE                    | FINANCE CHARGE                              | Amount Financed                                         | Total of Payments                                                            | Total Sale Price                                                                  |
|-------------------------------------------|---------------------------------------------|---------------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| The cost of your credit as a yearly rate. | The dollar amount the credit will cost you. | The amount of credit provided to you or on your behalf. | The amount you will have paid after you have made all payments as scheduled. | The total cost of your purchase on credit, including your down payment of \$0.00. |
| 3.94 %                                    | \$ 5018.02                                  | \$ 39720.62                                             | \$ 44738.64                                                                  | \$ 44738.64                                                                       |

### Your Payment Schedule Will Be:

| Number of Payments | Amount of Payments | When Payments Are Due        |
|--------------------|--------------------|------------------------------|
| 72                 | 621.37             | Monthly beginning 03/23/2015 |
| N/A                | N/A                | N/A                          |

Or As Follows: N/A

**Late Charge:** If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

**Prepayment:** If you pay off all your debt early, you will not have to pay a penalty.

**Security Interest:** You are giving a security interest in the vehicle being purchased.

**Additional Information:** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

### ITEMIZATION OF AMOUNT FINANCED

- Cash Price
 

|                                                                 |                 |
|-----------------------------------------------------------------|-----------------|
| A Cash Price of Motor Vehicle (including accessories, services) | \$ 32785.00     |
| B Sales Tax                                                     | \$ 1115.39      |
| C Prior Credit or Lease Balance paid to BMO HARRIS BANK NA      | \$ 981.00       |
| D Other DEALER DOCUMENTARY FEE                                  | \$ 399.00       |
| E Other N/A                                                     | \$ N/A          |
| F Other N/A                                                     | \$ N/A          |
| G Other N/A                                                     | \$ N/A          |
| H Other N/A                                                     | \$ N/A          |
| Total Cash Price (A through H)                                  | \$ 35280.39 (1) |
- Total Downpayment =
 

|                                                                                                     |             |
|-----------------------------------------------------------------------------------------------------|-------------|
| Trade-In 2012 KIA OPTIMA                                                                            |             |
| Gross Trade-In Allowance                                                                            | \$ 13500.00 |
| Less Pay Off Made By Seller                                                                         | \$ 15481.00 |
| Equals Net Trade In                                                                                 | \$ -1981.00 |
| + Cash                                                                                              | \$ N/A      |
| + Other REBATES                                                                                     | \$ 1000.00  |
| (If total downpayment is negative, enter "0" and see prior credit or lease balance, item 1C, above) | \$ 0.00 (2) |
- Unpaid Balance of Cash Price (1 minus 2) \$ 35280.39 (3)
- Other Charges Including Amounts Paid to Others on Your Behalf  
(Seller may keep part of these amounts):
 

|                                                                                 |            |
|---------------------------------------------------------------------------------|------------|
| A Cost of Optional Credit Insurance Paid to the Insurance Company or Companies. | \$ N/A     |
| B Other Optional Insurance Paid to Insurance Company or Companies               | \$ N/A     |
| C Optional Gap Contract                                                         | \$ 895.00  |
| D Official Fees Paid to Government Agencies                                     | \$ N/A     |
| E Government Taxes Not Included in Cash Price                                   | \$ N/A     |
| F Government License and/or Registration Fees (Identify)                        | \$ 541.23  |
| G Government Certificate of Title Fees                                          | \$ 4.00    |
| H Other Charges (Seller must identify who is paid and describe purpose)         | \$ 2700.00 |

**Insurance:** You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

### Check the insurance you want and sign below: Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both  
☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

### Other Optional Insurance

☐ N/A N/A  
Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

☐ N/A N/A  
Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X N/A N/A  
Buyer Signature Date

X N/A N/A  
Co-Buyer Signature Date

**Returned Check Charge:** You agree to pay a charge of \$25.00, plus actual charges assessed by a financial institution, if any check you give us is dishonored.

**OPTIONAL GAP CONTRACT:** A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4C of the Itemization of Amount Financed.



## F Government License and/or Registration Fees

(Identify) \$ 541.23

## G Government Certificate of Title Fees

\$ 4.00

## H Other Charges (Seller must identify who is paid and

describe purpose)

to PARTNERS SERVICE for PLATINUM \$ 2700.00

to PARTNERS SERVICE for MOPAR \$ 300.00

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 4440.23(4)

5. Amount Financed (3 + 4) \$ 3970.62(5)

If the "Amount Financed" exceeds \$54,600 or if the motor vehicle is primarily for commercial use, the "Amount Financed" is also the "Final Cash Price Balance" and the "Total of Payments" is also the "Time Balance".

or \$20.00, plus other charges assessed by a financial institution, if any check you give us is dishonored.

**OPTIONAL GAP CONTRACT:** A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 4C of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 72 Mos.

CNA

Name of Gap Contract

I want to buy

Buyer Signs

**Agreement to Arbitrate:** By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the

Buyer Signs

Co-Buyer Signs

OPTION: ☐ You pay no finance charge if the Amount Financed, item 5, is paid in full on or before N/A, Year N/A, SELLERS INITIALS N/A.

## FOR USED VEHICLES ONLY

The Seller hereby warrants that this vehicle will be fit for the ordinary purposes for which the vehicle is used for 15 days or 500 miles after delivery, whichever is earlier, except with regard to particular defects disclosed on the first page of this agreement. You (the purchaser) will have to pay up to \$25.00 for each of the first two repairs if the warranty is violated.

**ATTENTION PURCHASER: SIGN HERE ONLY IF THE DEALER TOLD YOU THAT THIS VEHICLE HAS THE FOLLOWING PROBLEM(S) AND THAT YOU AGREE TO BUY THE VEHICLE ON THOSE TERMS:**

**ATENCIÓN COMPRADOR: FIRME AQUÍ SOLAMENTE SI EL VENDEDOR LE HA DICHO QUE EL VEHÍCULO TIENE EL/LOS SIGUIENTE(S) PROBLEMA(S) Y QUE USTED ESTÁ DE ACUERDO EN COMPRAR EL VEHÍCULO BAJO ESTOS TÉRMINOS:**

1. N/A

2. N/A

3. N/A

X N/A

N/A

X N/A

N/A

Buyer Signs

(Date)

Co-Buyer Signs

(Date)

## WARRANTIES

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties on the vehicle, except as described above for used vehicles. Making no warranties means that the Seller is selling the vehicle as is — not expressly warranted or guaranteed and without any implied warranties of merchantability (except as described above) or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

☐ IF THE BOX IS CHECKED, THIS CONTRACT IS SUBJECT TO A BROKER FEE PAID BY THE SELLER TO N/A.

## NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

You acknowledge an express intent to grant a security interest in the vehicle and hereby waive and abandon all personal property exemptions granted upon the vehicle, which is the subject of this contract. NOTICE: BY GIVING US A SECURITY INTEREST IN THE VEHICLE, YOU WAIVE ALL RIGHTS PROVIDED BY LAW TO CLAIM SUCH PROPERTY EXEMPT FROM PROCESS.

**HOW THIS CONTRACT CAN BE CHANGED:** This contract contains the terms of the agreement. Any changes to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X Co-Buyer Signs X If any part of this contract is not valid, all other parts stay valid. We may extend the time for making some payments without extending the time for making others.

**NOTICE TO THE BUYER:** (1) Do not sign this contract before you read it or if it contains any blank spaces. (2) You are entitled to an exact copy of the contract you sign.

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

**YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW.**

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in contract that you signed.

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE LIABILITY COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

The Arizona Department of Financial Institutions regulates the Seller and can be contacted at 2910 North 44th Street, Suite 310, Phoenix, Arizona 85018, (602) 255-4421, if you have any complaints concerning this contract.

X 02/06/2015

JIM CLICK KIA

02/06/2015

X 02/06/2015

By X

FINANCE MA

Co-Buyer Signs

Date

Date

Title

## SEE BACK FOR OTHER IMPORTANT TERMS AND AGREEMENTS.

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X N/A Date N/A Address N/A

Seller assigns its interest in this contract to BMO HARRIS BANK NA NAPERVILLE IL (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse☒ Assigned without recourse☐ Assigned with limited recourse

JIM CLICK KIA

FINANCE MANAGER

Seller

Title

PE19-004

KIA

DEFECT D

CA FILES

SORENTO



Account No. [REDACTED]

UTICA-NY

FX

Attention : [REDACTED]

**UTICA NATIONAL INSURANCE GROUP**

Customer Service:

Metro Reporting Customer Support [REDACTED] or help@metroreporting.com

Metropolitan Reporting Bureau

Philadelphia, [REDACTED]

FAX [REDACTED]

*Type of Report:* AUTO FIRE

INSURED : [REDACTED]

CLAIM NUMBER: [REDACTED]

POLICY NUM. : [REDACTED]

DATE OF LOSS: 03/29/17

LOSS STREET : [REDACTED]

LOSS CITY : ROUSES POINT NY

POLICE DEPT.: ROUSES POINT FIRE DEPT

REPORT NUM. :

INS. DRIVER :

OTHER DRIVER:

PCT./DIST. :

DESC.OF OTHER: IV WAS PARKED & UNOCCUPIED IN THE DRIVEWAY WHEN IT

THANK YOU FOR THE ORDER!

Any questions or problems please feel free to contact us,

PH. [REDACTED] or Help@metroreporting.com

[REDACTED]

[REDACTED]

[REDACTED]

## ROUSES POINT FIRE DEPARTMENT

## FIRE/INCIDENT REPORT

DATE: 3/29/17ALARM TIME 1636RUN NO. [REDACTED](Military) TIME OUT 1640TIME OF ARRIVAL 1641TIME IN 1715NO. OF MEN 16TYPE OF RUN: ( ) STRUCTURE (X) GRASS  
( ) FALSE (X) VEHICLE( ) TRASH  
( ) OTHERMUTUAL AID N/AIF VEHICLE: Year 2016 Make Kia Sorento License# NY GBX [REDACTED] ID# 5XYP6DA31G6 [REDACTED]LOCATION Rouses Point, NYOCCUPANT(S) [REDACTED] PHONE ( )

OWNER(S) NAME(S)

OWNER(S) ADDRESS [REDACTED] PHONE ( )CONDITION ON ARRIVAL Fire almost extinguished

DESCRIPTION OF BUILDING &amp; CONSTRUCTION

ROUSES POINT FIRE DEPARTMENT

FDID: [REDACTED]NFIRS: [REDACTED]

POINT OF ORIGIN: Floor Room Part w/in Room

SOURCE OF IGNITION Rear Passenger bumper areaMATERIAL IGNITED plastic

FACTORS CONTRIBUTING TO FIRE SPREAD

EXTENT OF DAMAGE BY FIRE (Floors, Rooms, Areas)

Rear end of car to include Bumper, hatch door, passenger rear quarter panel and rear door area.

EXTENT OF DAMAGE BY SMOKE/WATER

EQUIPMENT INVOLVED IGNITION

HYDRANT(S) USED: Location

Connection(s) Used: 2½ in. 4½ in.

AMOUNT OF HOSE USED: 4 in. 2½ in. 1½ in. 1¾ in. 1 in.

NO. OF SCOTT PACKS USED

LADDERS USED

301

302

303

304

305

306

307

308

☐☐☒☐☐☐☒☐

EQUIPMENT DAMAGED

EQUIPMENT MISSING

INJURIES TO FIRE FIGHTERS

INJURIES TO CIVILIANS (Specify Name, Address, Age)

FIRE DEATHS

COMMENTS: See PCR # [REDACTED] for patient care documentation.OFFICER IN CHARGE [REDACTED]SIGNED [REDACTED]

**From:** efax metroreporting [REDACTED]  
**Sent:** Tuesday, June 6, 2017 3:42 PM  
**To:** FastTrack ClaimsMailbox  
**Subject:** [REDACTED]  
**Attachments:** [REDACTED].pdf

**Importance:** High

**NOTICE:**

ENCLOSED DOCUMENTS ARE CONFIDENTIAL.

USE, STORAGE, and DESTRUCTION

MAY BE REGULATED BY VARIOUS

FEDERAL, STATE, and LOCAL LAWS.

INCLUDING BUT NOT LIMITED TO:

California A.B. 1950, S.B. 1, & S.B. 1386 Florida Sec. 316.066(3) & Sec. 119.0712(2) (Florida Sunshine)  
Gramm-Leach-Bliley Act 15 U.S.C § 6701, et seq. (GLBA) Drivers Privacy Protection Act 18 U.S.C. § 2721,  
et seq. (DPPA) US Copyright Law, 17 U.S.C. §101, et seq.

State of Michigan Public Acts of 2013,

Act 218, Sec. 503. (1). Reports will only be used for Insurance Claims Processing and Fraud Review.

Act 219, Sec. 410b. (1). No direct or electronic solicitation to any involved parties or relatives of any kind  
is permissible.

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[REDACTED]





Kia Motors America, Inc.  
Corporate Headquarters

Irvine, CA [REDACTED] USA

T [REDACTED]

F [REDACTED]

May 19, 2017

[REDACTED]  
[REDACTED]

Rouses Point, NY [REDACTED]

RE: 2016 Kia Sorento  
5XYPGDA31GG [REDACTED]  
Case [REDACTED]

Dear [REDACTED]

We at Kia Motors America, Inc. (KMA) regret the circumstances that prompted you to write. After inspection of your vehicle, our engineers were unable to determine the origin of the thermal event from your vehicle.

As a reminder, the offer letter you have received is valid through 5/22/17

Sincerely,

Gustavo Villela  
National Consumer Affairs  
Kia Motors America, Inc.

[REDACTED]





Lease Date: 07/22/15

[ ] Business, Commercial, or Agricultural Purpose Lease.

|                                                                                                          |                                                                                                                  |
|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| <b>Lessor Name and Business Address</b><br>BERLIN CITY KIA INC<br>[REDACTED]<br>Williston, VT [REDACTED] | <b>Lessee(s) Name(s) and Residence Address(es)</b><br>[REDACTED]<br>ROUSES POINT, NY [REDACTED]<br>County: _____ |
|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|

**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 #           | Odometer |
| NEW                                                   | 16   | KIA  | SORENTO | 4P LX AND 2.4L I4 | 5XYPGDA316G [REDACTED] | 28       |

| 3. CONSUMER LEASING ACT DISCLOSURES                                        |                                                                                                                                                                                                           |                                                                                                                                                           |                                                                                             |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Amount Due at Lease Signing or Delivery<br>(Itemized below)*<br>\$ 1500.00 | Monthly Payments<br>Your first monthly payment of \$ 315.18<br>is due on 07/22/15,<br>followed by 35 payments of \$ 315.18 due on the 22 of each month. The total of your monthly payments is \$ 11346.48 | Other Charges (not part of your monthly payment)<br>Disposition fee (if you do not purchase the Vehicle) \$ 400.00<br>\$ N/A<br>\$ N/A<br>Total \$ 400.00 | Total of Payments<br>(The amount you will have paid by the end of the Lease)<br>\$ 12931.30 |

| *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                              | \$ 1097.06 | Net trade-in** allowance                                      | \$ 0.00    |
| First monthly payment                                   | \$ 315.18  |                                                               |            |
| Refundable security deposit                             | \$ N/A     | Rebates and noncash credits                                   | \$ 1500.00 |
| Refundable reconditioning reserve                       | \$ N/A     |                                                               |            |
| Title fees                                              | \$ N/A     | Amount to be paid in cash                                     | \$ N/A     |
| Registration fees                                       | \$ N/A     |                                                               |            |
| TAX OR CAP COST REDUCTION                               | \$ 87.76   |                                                               |            |
| Total                                                   | \$ 1500.00 | Total                                                         | \$ 1500.00 |

## Your monthly payment is determined as shown below:

|                                                                                                                                                                                                                         |               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <b>Gross capitalized cost.</b> The agreed upon value of the Vehicle (\$ 27873.00 ) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance). | \$ 29812.13   |
| <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.                                                           | - \$ 1097.06  |
| <b>Adjusted capitalized cost.</b> The amount used in calculating your base monthly payment.                                                                                                                             | = \$ 28715.07 |
| <b>Residual value.</b> The value of the Vehicle at the end of the Lease used in calculating your base monthly payment.                                                                                                  | - \$ 18947.25 |
| <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.                                                   | = \$ 9767.82  |
| <b>Rent charge.</b> The amount charged in addition to the depreciation and any amortized amounts.                                                                                                                       | + \$ 11346.48 |
| <b>Total of base monthly payments.</b> The depreciation and any amortized amounts plus the rent charge.                                                                                                                 | = \$ 36       |
| <b>Lease payments.</b> The number of payments in your Lease (This is also the number of months in your Lease).                                                                                                          | + \$ 315.18   |
| <b>Base monthly payment.</b>                                                                                                                                                                                            | = \$ N/A      |
| Monthly sales/use tax.                                                                                                                                                                                                  | + \$ N/A      |
|                                                                                                                                                                                                                         | + \$ N/A      |
|                                                                                                                                                                                                                         | + \$ 315.18   |
| <b>Total monthly payment.</b>                                                                                                                                                                                           | = \$          |

**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 12000 miles per year at the rate of 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 \$ 18947.25 and a purchase option fee of \$ 0. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.



warranties, late and default charges, insurance, and any security interest, if applicable.

#### 4. \*\*Description of the Trade-In Vehicle

|                 |                                                                 |     |
|-----------------|-----------------------------------------------------------------|-----|
| Year _____      | Gross Amount of Trade-In Allowance \$ _____                     | N/A |
| Make <u>N/A</u> | Prior Credit or Lease Balance - \$ _____                        | N/A |
| Model _____     | Net Trade-In Allowance (If less than 0 then enter 0) = \$ _____ | N/A |

#### 5. Itemization of Gross Capitalized Cost

|                                                                 |                                                         |     |
|-----------------------------------------------------------------|---------------------------------------------------------|-----|
| Agreed upon value of the Vehicle: \$ <u>27873.00</u>            | Optional Products and Services: _____                   | N/A |
| Other amounts included in the gross capitalized cost: _____     | Mechanical Breakdown Protection \$ _____                | N/A |
| Taxes \$ <u>845.13</u>                                          | Service Contract \$ _____                               | N/A |
| Title and Registration fees \$ <u>N/A</u>                       | Gap Contract or Coverage or Waiver \$ _____             | N/A |
| Lease acquisition fee \$ <u>595.00</u>                          | _____ \$ _____                                          | N/A |
| Documentation fee \$ <u>499.00</u>                              | _____ \$ _____                                          | N/A |
| Prior credit or lease balance on trade-in vehicle \$ <u>N/A</u> | _____ \$ _____                                          | N/A |
| _____ \$ <u>N/A</u>                                             | <b>Total Gross Capitalized Cost:</b> \$ <u>29812.13</u> |     |

‡ No add permitted unless lessor has paid prior credit or lease balance.

6. **Official Fees and Taxes.** The total 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:

\$ 1061.89 (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 we make a written warranty covering the Vehicle or, within 90 days of the Lease Date we extend a service contract covering the Vehicle, this disclaimer will not affect any implied warranties during the term of the warranty or service contract.

8. **Late Payments.** The charge for late payments is: THE LESSOR OF for any payment not received within 10 days of the date it is due. 120 OR 10%

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

#### 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 which describes 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 or Delivery above, it has been added to the Gross Capitalized Cost (see above).**

| Optional Product or Service                                  | Amount or Period | Price | Term | Name of Provider | Approval              |
|--------------------------------------------------------------|------------------|-------|------|------------------|-----------------------|
| Optional Mechanical Breakdown Protection or Service Contract |                  | N/A   |      |                  | Lessee Initials _____ |
| Optional Gap Contract or Coverage, or Gap Waiver             |                  | N/A   |      |                  | 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. DO NOT SIGN THIS LEASE BEFORE YOU READ BOTH SIDES OF IT OR IF IT CONTAINS ANY BLANK SPACE TO BE FILLED IN. YOU ARE ENTITLED TO A COMPLETELY FILLED-IN COPY OF THIS LEASE WHEN YOU SIGN IT. BY SIGNING THE LEASE, YOU ACKNOWLEDGE THAT YOU HAVE RECEIVED AND READ A COMPLETED COPY OF THIS LEASE BEFORE SIGNING IT.**

LESSEE SIGNATURES (check if other than individual(s)) ☐ Corporation ☐ Partners

|                                           |                                              |
|-------------------------------------------|----------------------------------------------|
| Lessee Signature _____                    | Lessee Signature _____                       |
| Type/Print Lessee Name <u>JOHN CORTEA</u> | Type/Print Lessee Name <u>PHYLLIS CORTEA</u> |

#### LESSOR'S ACCEPTANCE AND ASSIGNMENT

The Lessor's authorized signature indicates the Lessor has accepted the terms, conditions and obligations of the Lease and that the Lessor agrees to the "Lessor's Assignment" provision on the other side of this Lease.

|                                                   |                         |
|---------------------------------------------------|-------------------------|
| Lessor Name: <u>BERLIN CITY KIA</u>               | By: _____               |
| Assignee Name: <u>HYUNDAI LEASE TITLING TRUST</u> | Type/Print Name: _____  |
|                                                   | Type/Print Title: _____ |

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13. Default, Repossession and Other Remedies















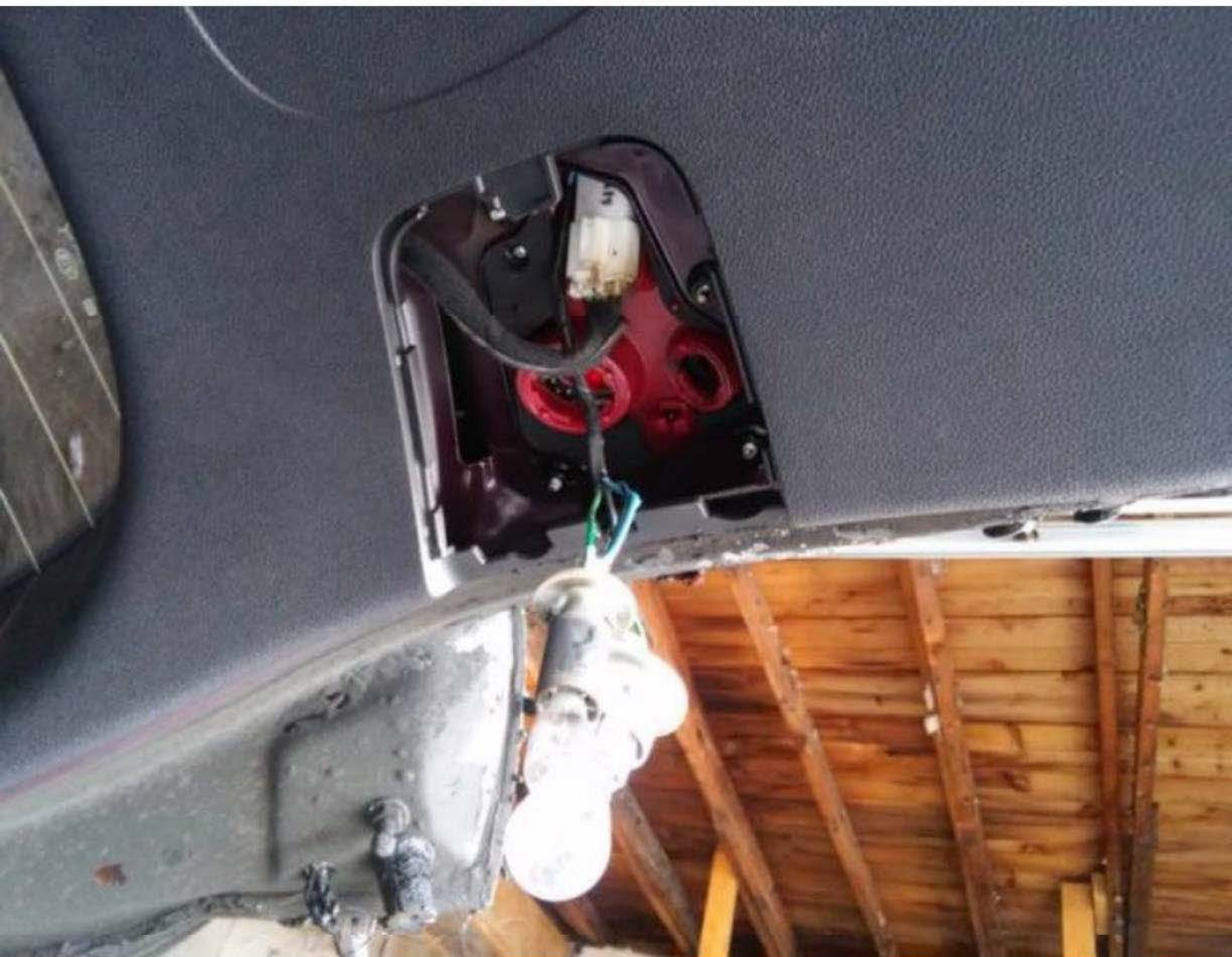




[REDACTED]



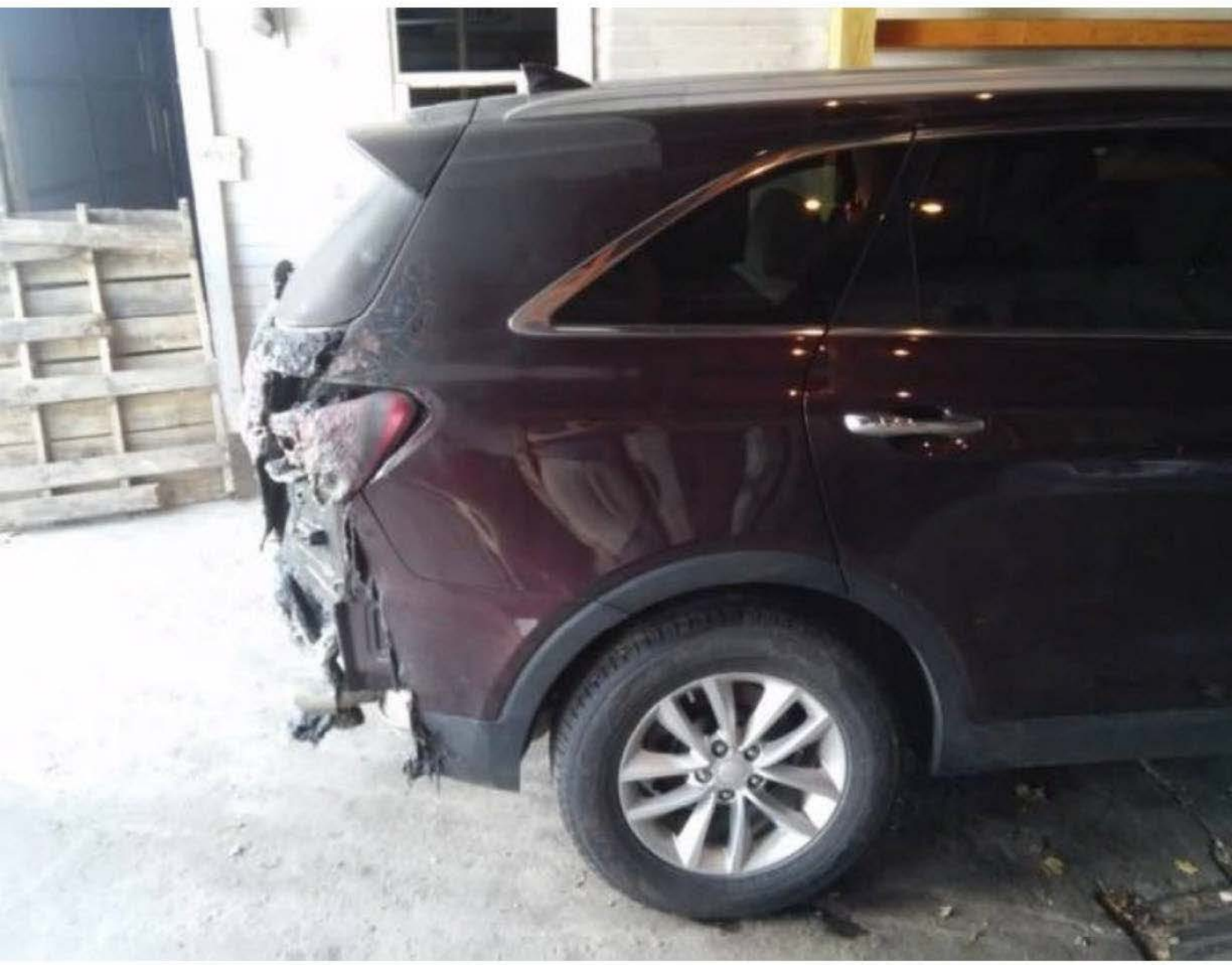




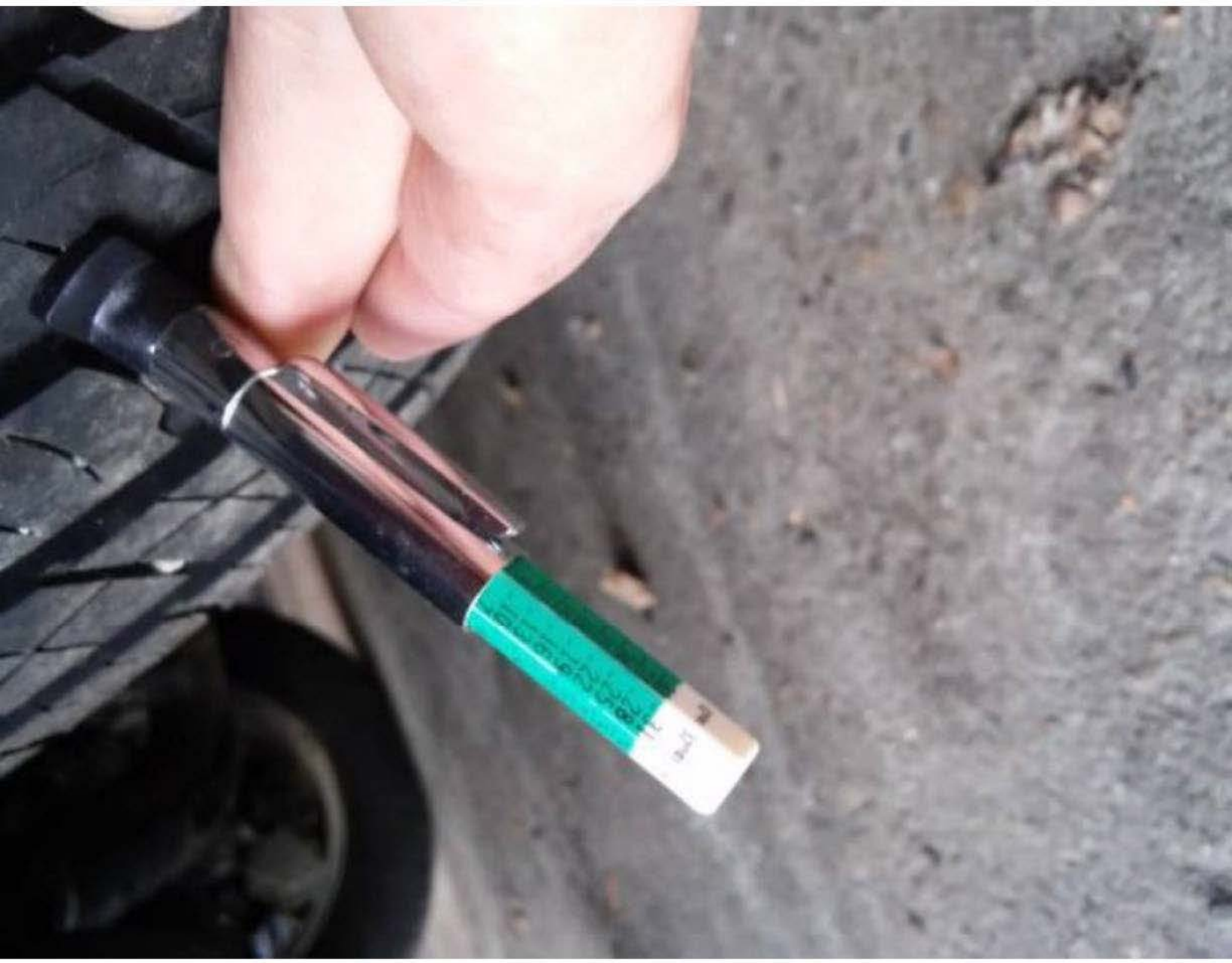




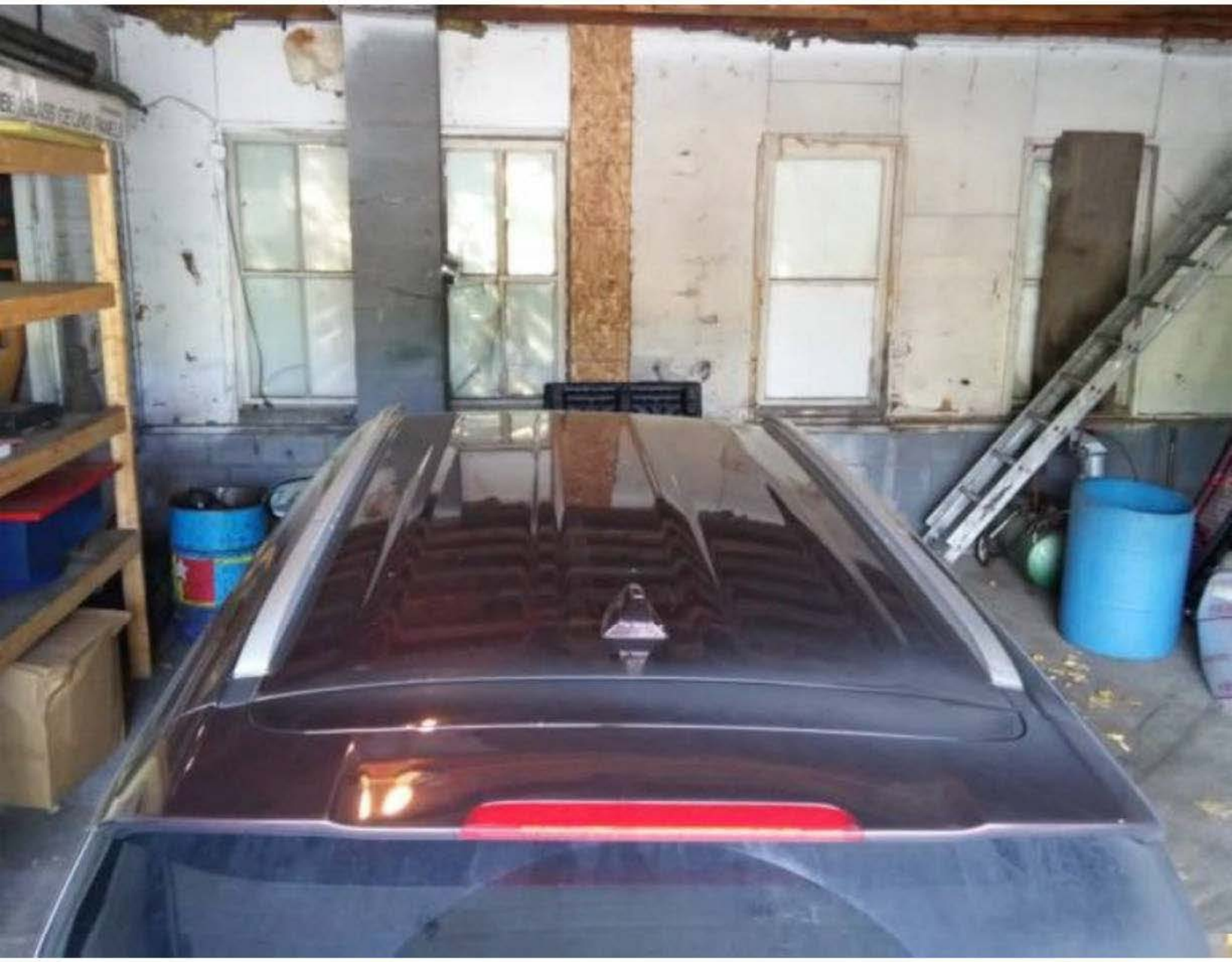




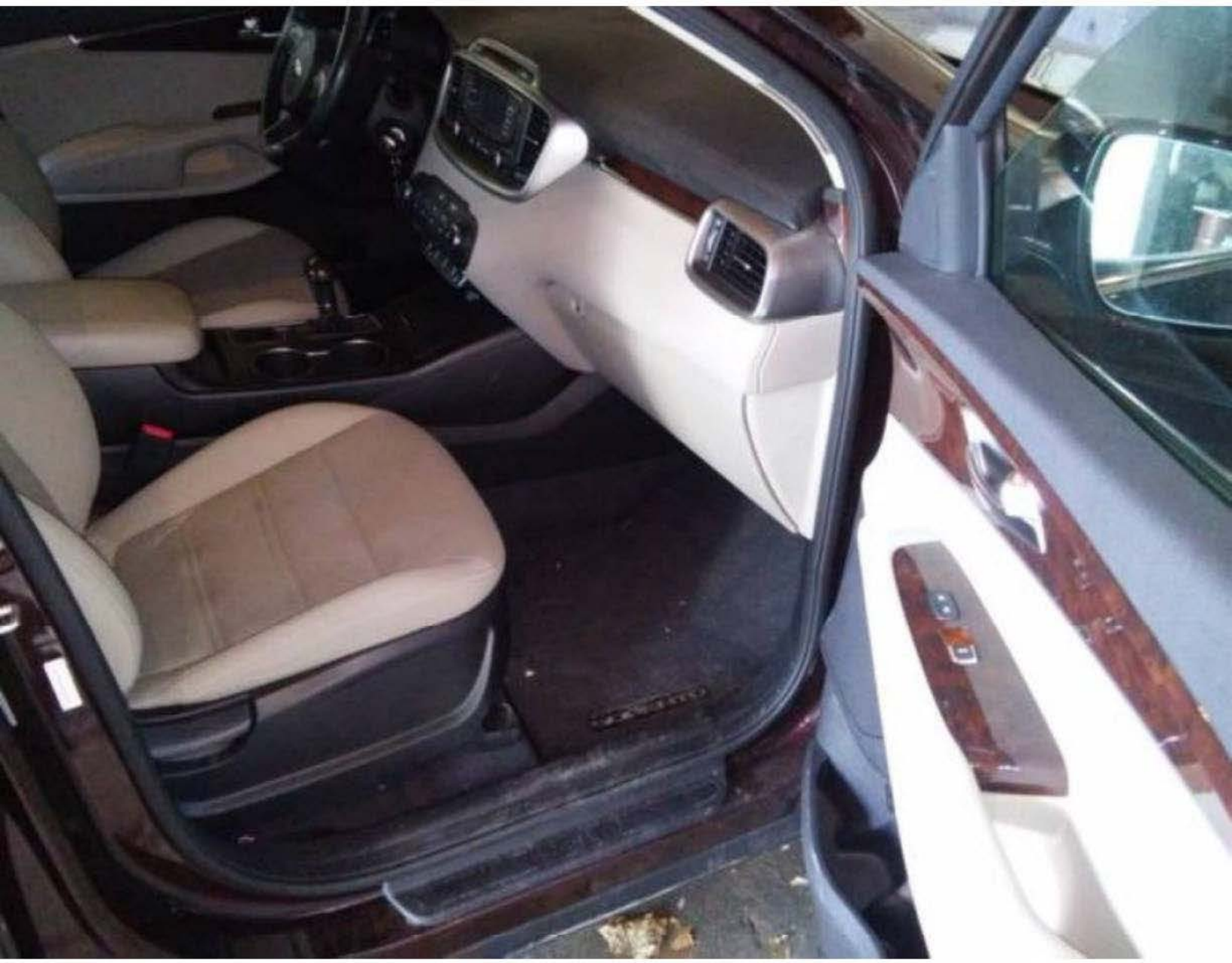


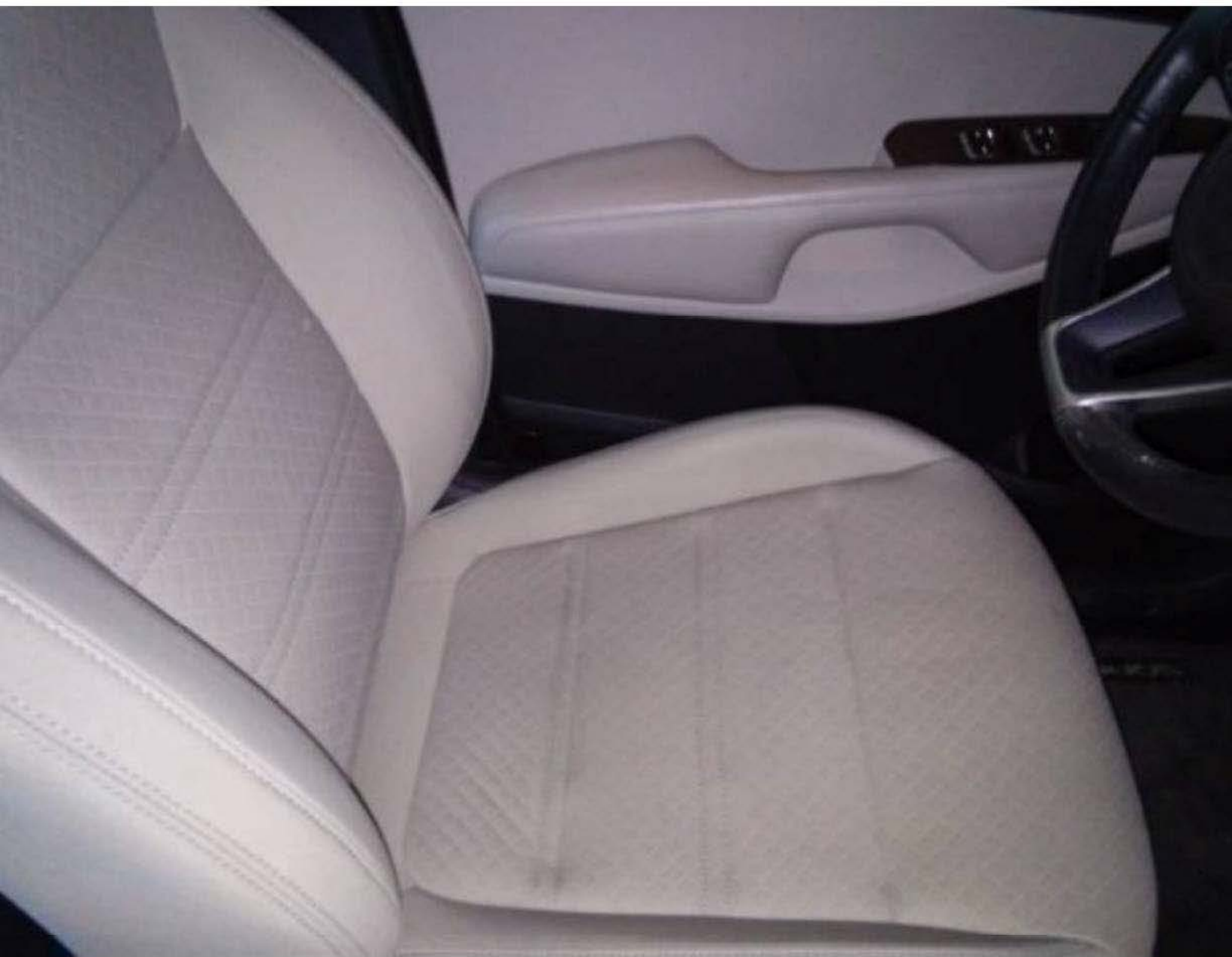


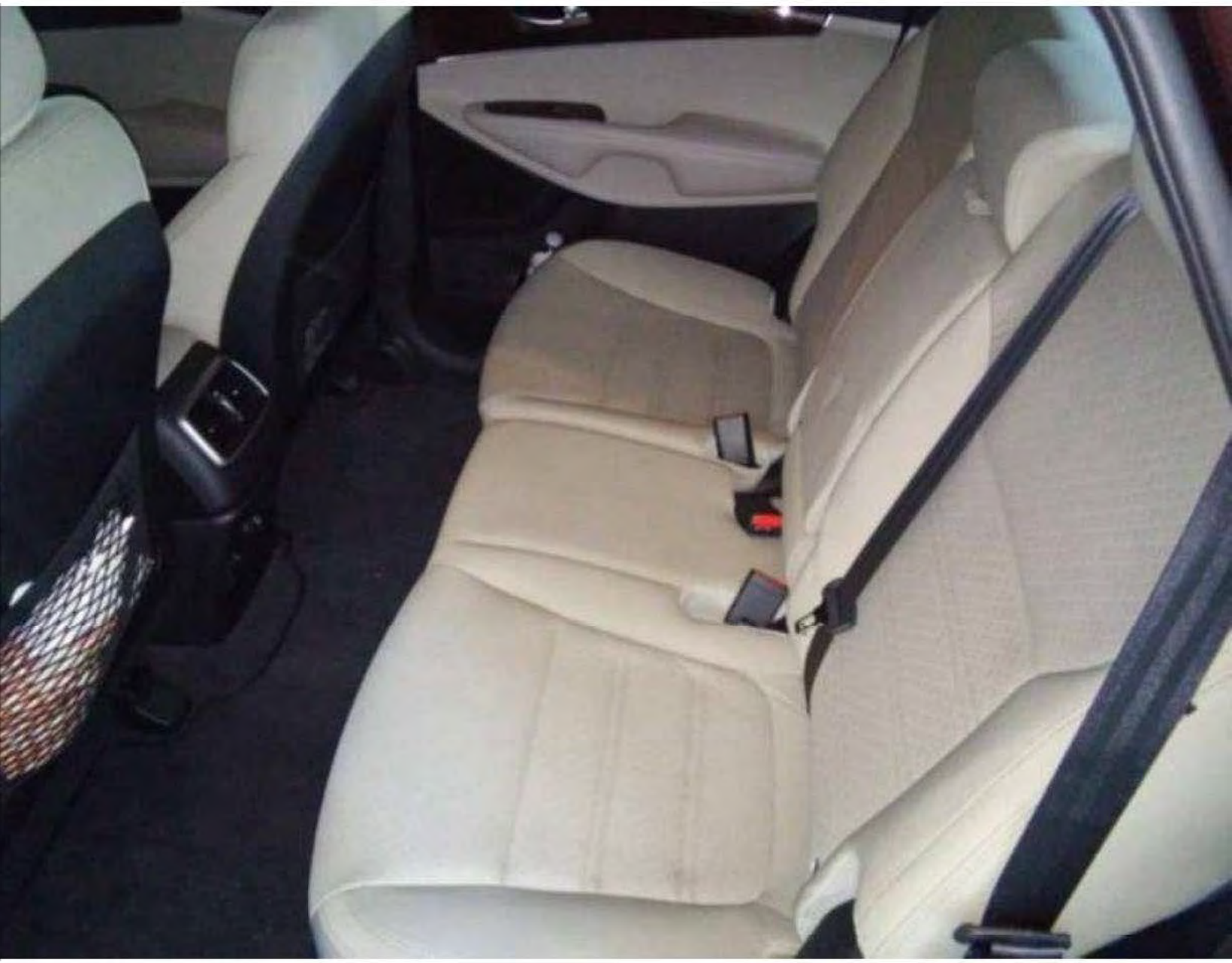










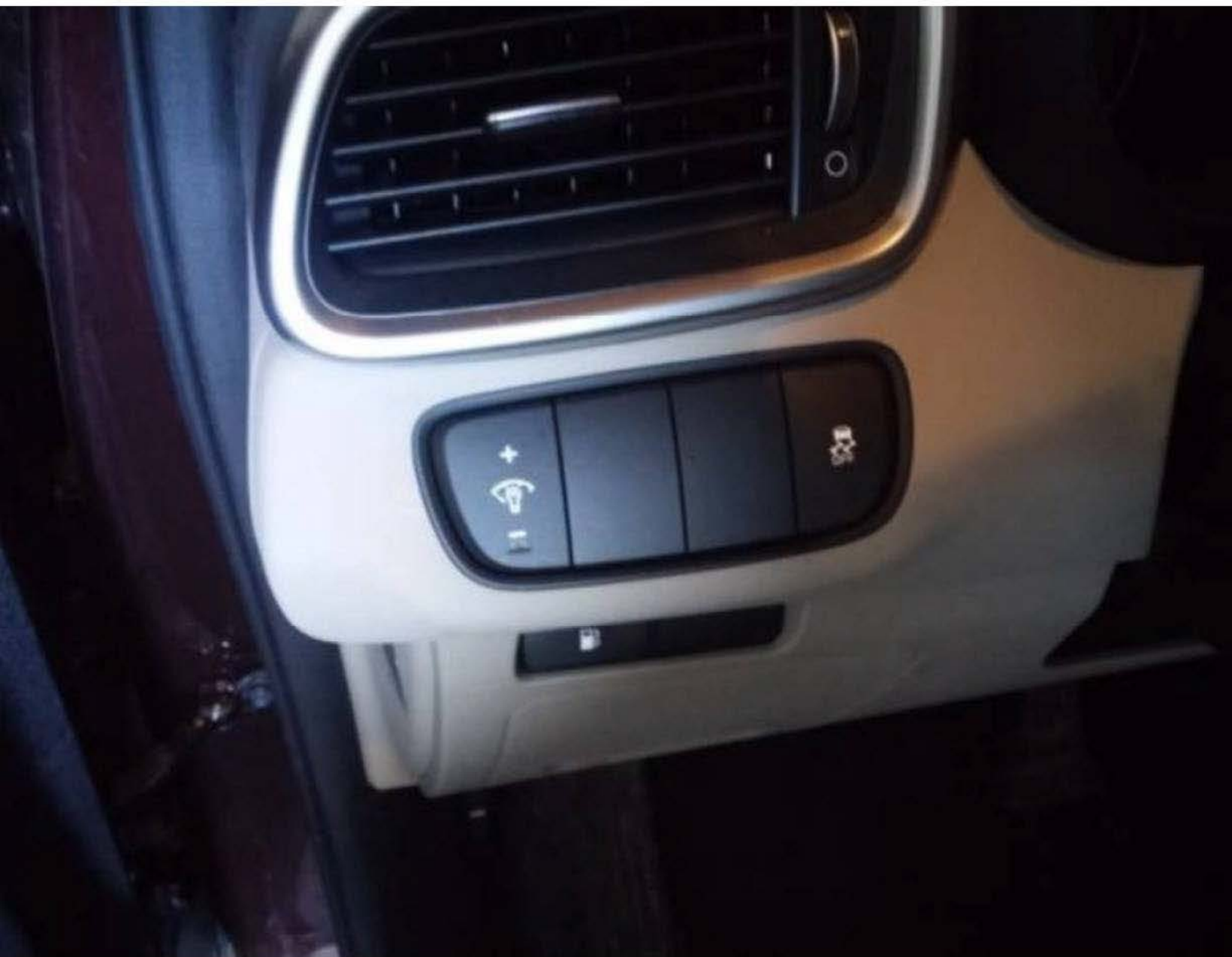




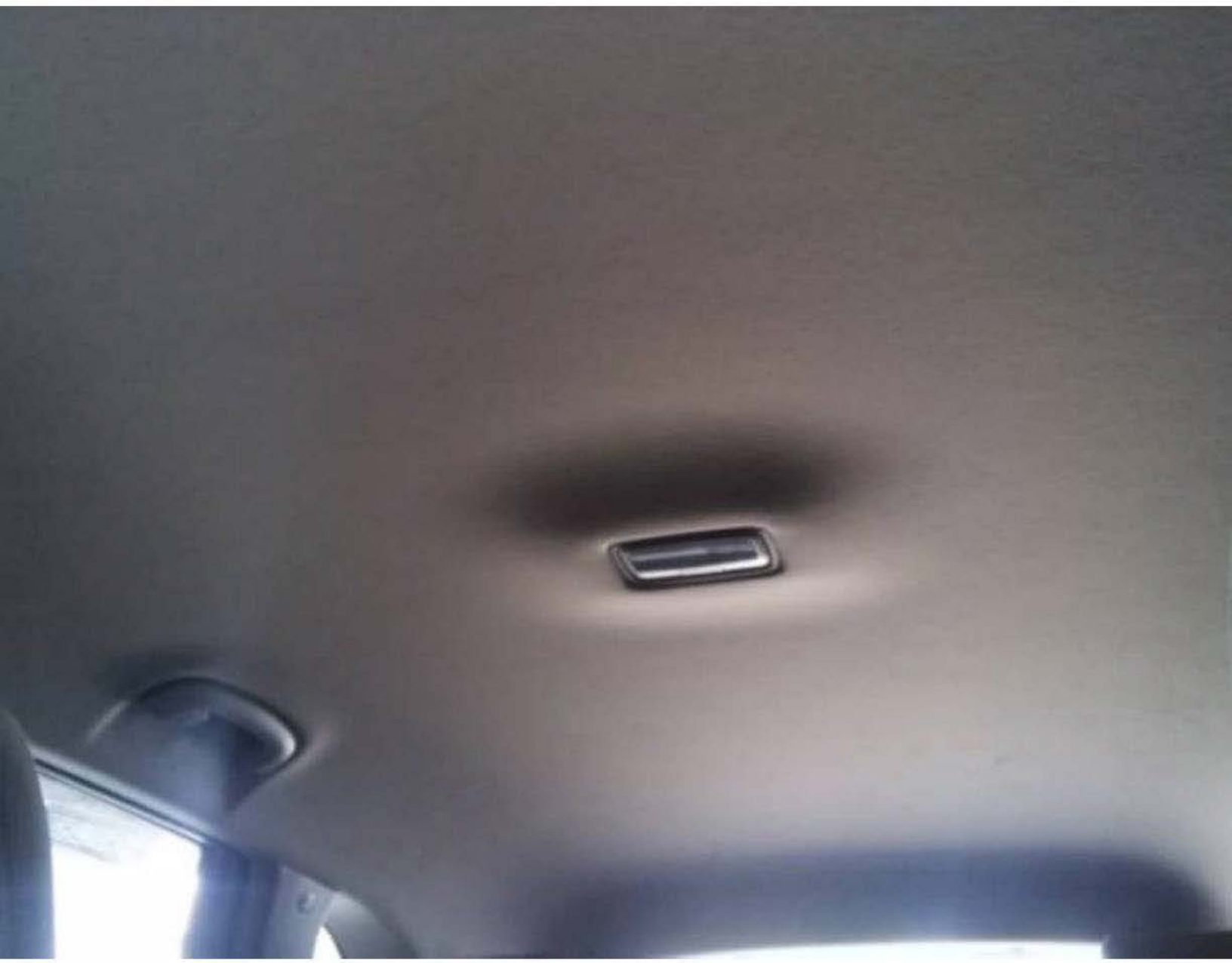






















# HERTZ

BARRETT TRANSPORTATION SVC INC HERTZ SYSTEM LICENSEE

GLENS FALLS, NY

RENTAL RECORD NO.

| CUSTOMER INFORMATION                                                                                                                                                                 |  | CHECK OUT / CHECK IN                                                                                                              |  | COMPUTATION OF CHARGES                                                                                                                                                                                                          |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| LIC #: XXXX18873<br>LIC STATE: NY EXP: 03/14/18<br>BUS: DRLA KKA<br>XXXXXXXXXX, NY XXXXX<br>XXX-XXX-6400                                                                             |  | RENTAL: PLATTSBURGH<br>05/08/17 12.05<br>RETURN: PLATTSBURGH<br>05/23/17 08.03<br>DUE: PLATTSBURGH<br>05/23/17 12.05              |  | DAYS 15 \$ 45.00 EA \$ 675.0<br>SUBTOTAL T\$ 675.0<br>Airport Acc 5.00% T\$ 33.7<br>CFC \$ 1.50 PER DAY \$ 22.5<br>TAXABLE SUBTOTAL \$ 708.7<br>TAX EXEMPT \$ 0.0<br>TOTAL CHARGES \$ 731.2<br>CHARGED DR ON 05-23-17 \$ 731.25 |  |
| AUTHORIZATION INFORMATION<br>DB BUSY 05-16-17 \$ 781.25 TTL AUTH \$ 781.25                                                                                                           |  | PLAN IN: DEALER MI IN: 15895<br>PLAN OUT: DEALER MI OUT: 15609<br>RATE CLS: Q4 MI DRIVEN: 286<br>MI ALLOWED: 286<br>MI CHARGED: 0 |  |                                                                                                                                                                                                                                 |  |
| VEHICLE INFORMATION<br>OWN/VSH: TYPE: 2016 FORESTER 4X4 5P LIC: NY GY<br>FUEL OUT: 8/8 FUEL IN: 8/8 TANK CAP: 15.9 ROW/STALL: /                                                      |  | PREPARED BY: FLAKS<br>COMPLETED BY: FLARB<br>DRDATE: 05/23/17                                                                     |  |                                                                                                                                                                                                                                 |  |
| ADDITIONAL CHARGES/PROGRAMS<br>- LDW DECLINED AT \$ 9.00 PER DAY ( ) FULL VALUE<br>- LIS DECLINED<br>- PAI, PEC DECLINED AT \$ 5.50 PER DAY ( )<br>FPO DECLINED - FUEL & SVC APPLIED |  |                                                                                                                                   |  |                                                                                                                                                                                                                                 |  |
| INTER-CITY CHECK IN MEMO ONLY.<br>NOT AN INVOICE. SUBJECT TO FINAL AUDIT.                                                                                                            |  |                                                                                                                                   |  |                                                                                                                                                                                                                                 |  |

*Need PO ? or Policy? Never paid on 67D*

*RO THIS Heather*

*Vin#*

THANK YOU FOR RENTING FROM HERTZ.  
PLEASE REMIT TO:

GLENS FALLS, NY

EMAIL: info@barrettfleet.com  
THANK YOU FOR RENTING FROM HERTZ

STATEMENT OF CHARGES - NOT VALID FOR RENTAL

# HERTZ

BARRETT TRANSPORTATION SVC INC HERTZ SYSTEM LICENSEE  
HERTZ -  
PLATTSBURGH, NY

RENTAL RECORD NO.

| CUSTOMER INFORMATION                                                                                                                                  |  | CHECK OUT / CHECK IN                                                                                                                |  | COMPUTATION OF CHARGES                                                                                                                                                                                 |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| BUS: DELLA KIR<br>XXXXXXXXXX, NY XXXXX<br>XXX-XXX-6400                                                                                                |  | LIC #: XXXX18873<br>LIC STATE: NY EXP: 03/14/18                                                                                     |  | RENTAL: PLATTSBURGH<br>04/06/17 15.54<br>RETURN: PLATTSBURGH<br>05/08/17 11.11<br>DOB: PLATTSBURGH<br>05/05/17 12.00                                                                                   |  |
| AUTHORIZATION INFORMATION                                                                                                                             |  | PLAN IN: DEALER MI IN: 15609<br>PLAN OUT: DEALER MI OUT: 14109<br>RATE CLS: Q4 MI DRIVEN: 1500<br>MI ALLOWED: 1500<br>MI CHARGED: 0 |  | DAYS 32 \$ 45.00 EA \$ 1440.00<br>SUBTOTAL T\$ 1440.00<br>Airport Acc 5.00% T \$<br>TAXABLE SUBTOTAL \$ 1440.00<br>TAX EXEMPT \$ 0.00<br>TOTAL CHARGES \$ 1440.00<br>CHARGED DE ON 05-08-17 \$ 1440.00 |  |
| VEHICLE INFORMATION                                                                                                                                   |  | RES:<br>PREPARED BY: PLAMB<br>COMPLETED BY: PLAMS<br>DRSDATE: 05/08/17                                                              |  |                                                                                                                                                                                                        |  |
| OWN/VER: 93930/0307652 TYPE: 2016 FORESTER 4X4 5P LIC: NY GYJ6386<br>FUEL OUT: 8/8 FUEL IN: 8/8 TANK CAP: 15.9 ROW/STALL: /                           |  |                                                                                                                                     |  |                                                                                                                                                                                                        |  |
| ADDITIONAL CHARGES/PROGRAMS                                                                                                                           |  |                                                                                                                                     |  |                                                                                                                                                                                                        |  |
| - LOW DECLINED AT \$ 9.00 PER DAY ( ) FULL VALUE<br>- LIS DECLINED<br>- PAI, PEC DECLINED AT \$ 5.50 PER DAY ( )<br>FPO DECLINED - FUEL & SVC APPLIED |  |                                                                                                                                     |  |                                                                                                                                                                                                        |  |

*Need PO RO ? or Policy? never Put on RO  
67D  
This is the*

*Vina*

THANK YOU FOR RENTING FROM HERTZ.  
PLEASE RETURN TO:

GLENS FALLS, NY

EMAIL: info@barrettfleet.com  
THANK YOU FOR RENTING FROM HERTZ

STATEMENT OF CHARGES - NOT VALID FOR RENTAL



New York State Department of Motor Vehicles  
**POLICE ACCIDENT REPORT**

MV-104A (6/04)

☒ **AMENDED REPORT**

DMV COPY

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                  |  |                      |  |                    |  |                |  |               |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                     |  |                                                                                    |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------|--|----------------------|--|--------------------|--|----------------|--|---------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------|--|------------------------------------------------------------------------------------|--|
| 1 Accident Date<br>Month: 01 Day: 02 Year: 2017                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | Day of Week: Mon |  | Military Time: 11:41 |  | No. of Vehicles: 2 |  | No. Injured: 0 |  | No. Killed: 0 |  | Not Investigated at Scene <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  | Left Scene <input type="checkbox"/> |  | Police Photos: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |  |
| 2 VEHICLE 1<br>Vehicle 1 - Driver License ID Number: [REDACTED] State of Lic: NY<br>Driver Name - exactly as printed on license: [REDACTED]<br>Address (Include Number & Street): [REDACTED] Apt. No: [REDACTED]<br>City or Town: ROUSES POINT State: NY Zip Code: [REDACTED]<br>Date of Birth: [REDACTED] Sex: M Unlicensed: <input type="checkbox"/> No. of Occupants: 1 Public Property Damaged: <input type="checkbox"/><br>Name - exactly as printed on registration: [REDACTED] Sex: [REDACTED] Date of Birth: [REDACTED]<br>Address (Include Number & Street): [REDACTED] Apt. No: [REDACTED] Haz Mat Code: [REDACTED] Released: <input type="checkbox"/><br>City or Town: ROUSES POINT State: NY Zip Code: [REDACTED]<br>State of Reg: NY Vehicle Year & Make: 2016 KIA Vehicle Type: SUBN Ins. Code: 364 |  |                  |  |                      |  |                    |  |                |  |               |  | 3 VEHICLE 2<br>Vehicle 2 - Driver License ID Number: [REDACTED] State of Lic: NY<br>Driver Name - exactly as printed on license: [REDACTED]<br>Address (Include Number & Street): [REDACTED] Apt. No: [REDACTED]<br>City or Town: CHAZY State: NY Zip Code: [REDACTED]<br>Date of Birth: [REDACTED] Sex: M Unlicensed: <input type="checkbox"/> No. of Occupants: 1 Public Property Damaged: <input type="checkbox"/><br>Name - exactly as printed on registration: [REDACTED] Sex: F Date of Birth: [REDACTED]<br>Address (Include Number & Street): [REDACTED] Apt. No: [REDACTED] Haz Mat Code: [REDACTED] Released: <input type="checkbox"/><br>City or Town: CHAZY State: NY Zip Code: [REDACTED]<br>State of Reg: NY Vehicle Year & Make: 2009 CHEV Vehicle Type: 4DSD Ins. Code: 364 |  |                                     |  |                                                                                    |  |
| 5 Ticket/Arrest Number(s): [REDACTED] Violation Section(s): [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                  |  |                      |  |                    |  |                |  |               |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                     |  |                                                                                    |  |
| 6 Check if involved vehicle is:<br><input type="checkbox"/> more than 95 inches wide;<br><input type="checkbox"/> more than 34 feet long;<br><input type="checkbox"/> operated with an overweight permit;<br><input type="checkbox"/> operated with an overdimension permit.<br>VEHICLE 1 DAMAGE CODES: Box 1 - Point of Impact: [REDACTED] Box 2 - Most Damage: [REDACTED]<br>Enter up to three more Damage Codes: [REDACTED] [REDACTED] [REDACTED]<br>Vehicle Towed: By [REDACTED] To: [REDACTED]<br>VEHICLE 2 DAMAGE CODES: Box 1 - Point of Impact: [REDACTED] Box 2 - Most Damage: [REDACTED]<br>Enter up to three more Damage Codes: [REDACTED] [REDACTED] [REDACTED]<br>Vehicle Towed: By [REDACTED] To: [REDACTED]                                                                                        |  |                  |  |                      |  |                    |  |                |  |               |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                     |  |                                                                                    |  |
| 7 ACCIDENT DIAGRAM<br>Circle the diagram below that describes the accident, or draw your own diagram in space #9. Number the vehicles.<br>1. Rear End 2. Left Turn 3. Right Angle 4. Right Turn 5. Head On 6. Sideswipe (same direction) 7. Left Turn 8. Right Turn 9. Sideswipe (opposite direction)<br>See the second page for the accident diagram<br>Cost of repairs to any one vehicle will be more than \$1000.<br><input type="checkbox"/> Unknown/Unable to Determine <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                 |  |                  |  |                      |  |                    |  |                |  |               |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                     |  |                                                                                    |  |
| 8 VEHICLE DAMAGE CODING:<br>1-13. SEE DIAGRAM ON RIGHT.<br>14. UNDERCARRIAGE 17. DEMOLISHED<br>15. TRAILER 18. NO DAMAGE<br>16. OVERTURNED 19. OTHER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                  |  |                      |  |                    |  |                |  |               |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                     |  |                                                                                    |  |
| 9 Place Where Accident Occurred:<br>County: CLIN City: [REDACTED] Village: [REDACTED] Town: [REDACTED] of PLATTSBURGH, CITY OF<br>Road on which accident occurred: ALDI'S PARKING LOT<br>at 1) intersecting street: [REDACTED]<br>or 2) 150 Feet Miles of [REDACTED] of [REDACTED]<br>Accident Description/Officer's Notes:<br>V1 was parked in a marked parking area in the Aldi's parking lot in Plattsburgh, New York. V1 was parked facing north in a location just south of the Aldi's building. V2 was also parked in a marked parking area just south of the same building and southeast to V1 location. V1 and V2 backed out of their parking areas at the same time. V1 traveled in the southern direction while V2 traveled in                                                                          |  |                  |  |                      |  |                    |  |                |  |               |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                     |  |                                                                                    |  |
| 10 ALL INVOLVED<br>A 01 1 4 1 54 M - - - BY TO 18 Names of all involved: [REDACTED] Date of Death Only: [REDACTED]<br>B 02 1 4 1 47 M - - - [REDACTED]<br>C [REDACTED]<br>D [REDACTED]<br>E [REDACTED]<br>F [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                  |  |                      |  |                    |  |                |  |               |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                     |  |                                                                                    |  |
| 11 Officer's Rank and Signature: PATRO [REDACTED] Badge/ID No. [REDACTED] NCIC No. [REDACTED] Precinct/Post: [REDACTED] Station/Beat: [REDACTED] Reviewing Officer: LADIEU, S Date/Time Reviewed: 01/07/2017 08:26<br>Print Name in Full: R BROWN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                  |  |                      |  |                    |  |                |  |               |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                     |  |                                                                                    |  |

This is to certify that this document is a true and complete copy of a record on file in the New York State Department of Motor Vehicles, Albany, New York.

EXECUTIVE DEPUTY COMMISSIONER OF MOTOR VEHICLES



New York State Department of Motor Vehicles  
**POLICE ACCIDENT REPORT**

MV-104A (6/04)

☒ **AMENDED REPORT**

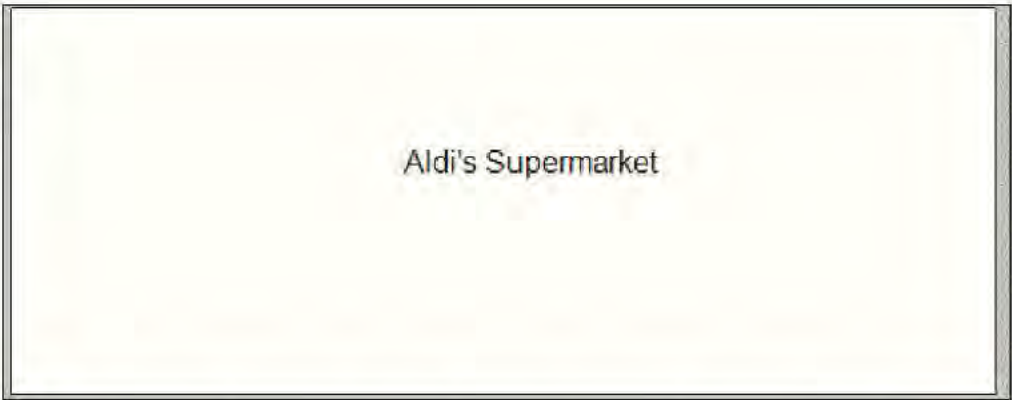
DMV COPY

|    |                                                                                                                                                                                                                                                                            |  |                    |                        |                                                                                                                                                                                                                                                                            |                  |                 |                                                    |                                                                                                                                                                                          |                                                                                   |    |    |    |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|----|----|----|
| 1  | Accident Date<br>Month: 01 Day: 02 Year: 2017                                                                                                                                                                                                                              |  | Day of Week<br>Mon | Military Time<br>11:41 | No. of Vehicles<br>2                                                                                                                                                                                                                                                       | No. Injured<br>0 | No. Killed<br>0 | Not Investigated at Scene <input type="checkbox"/> | Left Scene <input type="checkbox"/>                                                                                                                                                      | Police Photos <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | 20 |    |    |
| 2  | VEHICLE 1<br>VEHICLE 1 - Driver License ID Number<br>Driver Name - exactly as printed on license<br>Address (Include Number & Street)<br>City or Town State Zip Code                                                                                                       |  |                    |                        | VEHICLE 2<br>VEHICLE 2 - Driver License ID Number<br>Driver Name - exactly as printed on license<br>Address (Include Number & Street)<br>City or Town State Zip Code                                                                                                       |                  |                 |                                                    |                                                                                                                                                                                          |                                                                                   |    | 21 |    |
| 3  | Date of Birth<br>Month Day Year<br>Sex<br>Unlicensed <input type="checkbox"/><br>No. of Occupants<br>Public Property Damaged <input type="checkbox"/>                                                                                                                      |  |                    |                        | Date of Birth<br>Month Day Year<br>Sex<br>Unlicensed <input type="checkbox"/><br>No. of Occupants<br>Public Property Damaged <input type="checkbox"/>                                                                                                                      |                  |                 |                                                    |                                                                                                                                                                                          |                                                                                   |    | 22 |    |
| 4  | Name - exactly as printed on registration<br>Address (Include Number & Street)<br>City or Town State Zip Code                                                                                                                                                              |  |                    |                        | Name - exactly as printed on registration<br>Address (Include Number & Street)<br>City or Town State Zip Code                                                                                                                                                              |                  |                 |                                                    |                                                                                                                                                                                          |                                                                                   |    | 23 |    |
| 5  | Plate Number State of Reg Vehicle Year & Make Vehicle Type Ins. Code                                                                                                                                                                                                       |  |                    |                        | Plate Number State of Reg Vehicle Year & Make Vehicle Type Ins. Code                                                                                                                                                                                                       |                  |                 |                                                    |                                                                                                                                                                                          |                                                                                   |    | 24 |    |
| 6  | Ticket/Arrest Number(s)<br>Violation Section(s)                                                                                                                                                                                                                            |  |                    |                        | Ticket/Arrest Number(s)<br>Violation Section(s)                                                                                                                                                                                                                            |                  |                 |                                                    |                                                                                                                                                                                          |                                                                                   |    | 25 |    |
| 7  | Check if involved vehicle is:<br><input type="checkbox"/> more than 95 inches wide;<br><input type="checkbox"/> more than 34 feet long;<br><input type="checkbox"/> operated with an overweight permit;<br><input type="checkbox"/> operated with an overdimension permit. |  |                    |                        | Check if involved vehicle is:<br><input type="checkbox"/> more than 95 inches wide;<br><input type="checkbox"/> more than 34 feet long;<br><input type="checkbox"/> operated with an overweight permit;<br><input type="checkbox"/> operated with an overdimension permit. |                  |                 |                                                    | Circle the diagram below that describes the accident, or draw your own diagram in space #9. Number the vehicles.                                                                         |                                                                                   |    |    | 26 |
| 8  | VEHICLE 1 DAMAGE CODES<br>Box 1 - Point of Impact<br>Box 2 - Most Damage<br>Enter up to three more Damage Codes<br>Vehicle By Towed To                                                                                                                                     |  |                    |                        | VEHICLE 2 DAMAGE CODES<br>Box 1 - Point of Impact<br>Box 2 - Most Damage<br>Enter up to three more Damage Codes<br>Vehicle By Towed To                                                                                                                                     |                  |                 |                                                    | ACCIDENT DIAGRAM<br>See the second page for the accident diagram                                                                                                                         |                                                                                   |    |    | 27 |
| 9  | VEHICLE DAMAGE CODING:<br>1-13. SEE DIAGRAM ON RIGHT.<br>14. UNDERCARRIAGE 17. DEMOLISHED<br>15. TRAILER 18. NO DAMAGE<br>16. OVERTURNED 19. OTHER                                                                                                                         |  |                    |                        | Place Where Accident Occurred:<br>County CLIN City Village Town of PLATTSBURGH, CITY OF<br>Road on which accident occurred ALDI'S PARKING LOT<br>at 1) intersecting street<br>or 2) 150 Feet Miles of cornelia st                                                          |                  |                 |                                                    | Cost of repairs to any one vehicle will be more than \$1000.<br><input type="checkbox"/> Unknown/Unable to Determine <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |                                                                                   |    |    | 28 |
| 10 | Reference Marker Coordinates (if available)<br>Latitude/Northing: 73.48<br>Longitude/Easting: 44.6983                                                                                                                                                                      |  |                    |                        | Accident Description/Officer's Notes<br>the Northern direction. V1 collided with V2 at the rear left quarter panel of V2. Fault is assigned to V1 and V2 in this incident for unsafe backing.                                                                              |                  |                 |                                                    |                                                                                                                                                                                          |                                                                                   |    |    | 29 |
| 11 | ALL INVOLVED                                                                                                                                                                                                                                                               |  |                    |                        | Names of all involved                                                                                                                                                                                                                                                      |                  |                 |                                                    | Date of Death Only                                                                                                                                                                       |                                                                                   |    |    | 30 |
| 12 | Officer's Rank and Signature PATRO                                                                                                                                                                                                                                         |  |                    |                        | Badge/ID No.                                                                                                                                                                                                                                                               |                  |                 |                                                    | NCIC No.                                                                                                                                                                                 |                                                                                   |    |    | 31 |
| 13 | Print Name in Full R BROWN                                                                                                                                                                                                                                                 |  |                    |                        | Precinct/Post Troop/Zone                                                                                                                                                                                                                                                   |                  |                 |                                                    | Station/Beat Sector                                                                                                                                                                      |                                                                                   |    |    | 32 |
| 14 |                                                                                                                                                                                                                                                                            |  |                    |                        | Reviewing Officer LADIEU, S                                                                                                                                                                                                                                                |                  |                 |                                                    | Date/Time Reviewed 01/07/2017 08:26                                                                                                                                                      |                                                                                   |    |    | 33 |

This is to certify that this document is a true and complete copy of a record on file in the New York State Department of Motor Vehicles, Albany, New York.

EXECUTIVE DEPUTY COMMISSIONER OF MOTOR VEHICLES





Parking Lot




**CARFAX® Vehicle History Report™**  
 An independent company established in 1986

US \$39.99

**Vehicle Information:**  
**2016 KIA SORENTO LX/L**  
 VIN: 5XYPGDA31G  
 4 DOOR WAGON/SPORT UTILITY  
 2.4L I4 F DOHC 16V  
 GASOLINE  
 ALL WHEEL DRIVE  
**Standard Equipment | Safety Options**

**CARFAX Report Provided By:**  
 Kia Motors America  
 Irvine, CA



Accident / Damage reported



CARFAX 1-Owner vehicle



1 Service history record



Personal lease vehicle



Last owned in New York



**18,005** Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 6/5/17 at 1:10:25 PM (EDT). 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><br><small>The number of owners is estimated</small> |  | Owner 1        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------|
| Year purchased                                                                                                                                                  |  | 2015           |
| Type of owner                                                                                                                                                   |  | Personal lease |
| Estimated length of ownership                                                                                                                                   |  | 1 yr. 9 mo.    |
| Owned in the following states/provinces                                                                                                                         |  | New York       |
| Estimated miles driven per year                                                                                                                                 |  | 13,982/yr      |
| Last reported odometer reading                                                                                                                                  |  | 18,005         |

|  <b>Title History</b><br><small>CARFAX guarantees the information in this section</small>                                                                                                                                                                                                                          |  | Owner 1               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------|
| Salvage   Junk   Rebuilt   Fire   Flood   Hail   Lemon                                                                                                                                                                                                                                                                                                                                                |  | Guaranteed No Problem |
| Not Actual Mileage   Exceeds Mechanical Limits                                                                                                                                                                                                                                                                                                                                                        |  | Guaranteed No Problem |
|  <b>GUARANTEED</b> - 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. <a href="#">Register</a>   <a href="#">View Terms</a> |  |                       |

|  <b>Additional History</b><br><small>Not all accidents / issues are reported to CARFAX</small> |  | Owner 1                                                                                                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------------------------------------------|
| <b>Total Loss</b><br>No total loss reported to CARFAX.                                                                                                                            |  |  No Issues Reported |
| <b>Structural Damage</b>                                                                                                                                                          |  | No Issues Reported                                                                                       |



|                                                                      |                     |
|----------------------------------------------------------------------|---------------------|
| No structural damage reported to CARFAX.                             |                     |
| <b>Airbag Deployment</b><br>No airbag deployment reported to CARFAX. | No Issues Reported  |
| <b>Odometer Check</b><br>No indication of an odometer rollback.      | No Issues Indicated |
| <b>Accident / Damage</b><br>Accident reported on 01/02/2017.         | Accident Reported   |
| <b>Manufacturer Recall</b><br>No open recalls reported to CARFAX.    | No Recalls Reported |



## Detailed History

[Glossary](#)

| Owner 1                                                                                                                                                                             |  | Date:      | Mileage: | Source:                                                 | Comments:                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------|----------|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Purchased: 2015<br>Type: Personal lease<br>Where: New York<br>Est. miles/year: 13,982/yr<br>Est. length owned: 8/17/15 - present (1-yr, 9 mo.)                                      |  | 05/26/2015 | 10       | Berlin City Kia (VT)<br>Williston, VT<br>berlincity.com | Pre-delivery inspection completed<br>Nitrogen fill tires<br>Pinstripe(s) installed<br>Washed/detailed washed/detailed<br>Emissions or safety inspection performed                                              |
| <b>Low mileage!</b><br>This owner drove less than the industry average of 15,000 miles per year.  |  | 06/05/2015 |          | Dealer Inventory                                        | Vehicle offered for sale                                                                                                                                                                                       |
|                                                                                                                                                                                     |  | 08/14/2015 | 25       | Inspection Co.                                          | Inspection performed                                                                                                                                                                                           |
|                                                                                                                                                                                     |  | 08/17/2015 |          | New York<br>Motor Vehicle Dept.<br>Rouses Point, NY     | Registration issued or renewed<br>Titled or registered as personal lease vehicle<br>Passed safety inspection                                                                                                   |
|                                                                                                                                                                                     |  | 08/28/2015 |          | New York<br>Motor Vehicle Dept.<br>Atlanta, GA          | Title issued or updated<br>First owner reported<br>Titled or registered as personal lease vehicle                                                                                                              |
|                                                                                                                                                                                     |  |            |          |                                                         |  <div>Two states? Vehicle leasing companies often title a car in one state but register it to be driven in another.</div> |
|                                                                                                                                                                                     |  | 10/14/2015 | 2,098    | Inspection Co.                                          | Inspection performed                                                                                                                                                                                           |
|                                                                                                                                                                                     |  | 11/23/2015 | 3,598    | New York<br>Inspection Station                          | Passed safety inspection<br>Emissions inspection performed<br><a href="#">View what was inspected</a>                                                                                                          |
|                                                                                                                                                                                     |  | 09/11/2016 |          | New York<br>Motor Vehicle Dept.<br>Rouses Point, NY     | Registration issued or renewed<br>Titled or registered as personal lease vehicle<br>Passed safety inspection                                                                                                   |
|                                                                                                                                                                                     |  | 11/29/2016 | 18,005   | New York<br>Inspection Station                          | Passed safety inspection<br>Emissions inspection performed<br><a href="#">View what was inspected</a>                                                                                                          |
|                                                                                                                                                                                     |  | 01/02/2017 |          | New York<br>Damage Report                               | Accident reported with another motor vehicle                                                                                                                                                                   |

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](#)**Accident / Damage Indicator**

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada. Different information in a vehicle's history can indicate an accident or damage, such as: salvage auction, fire damage, police-reported accident, crash test vehicle, damage disclosure, collision repair facility and automotive recycler records. Not every accident or damage event is reported and not

all reported are provided to CARFAX. Details about the accident or damage event when reported to CARFAX (e.g. severity, impact location, airbag deployment) are included on the Vehicle History Report. CARFAX recommends you obtain a vehicle inspection from your dealer or an independent mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- CARFAX depends on many sources for its accident / damage data. CARFAX can only report what is in our database on 6/5/17 at 1:10:25 PM (EDT). New data will result in a change to this report.

**New York Damage Reports:**

- Do not include an assessment of damage severity
- Are required if the estimated damage exceeds \$1000

**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.

6/5/17 1:10:25 PM (EDT)





RECEIVED

JAN 23 2018

CONSUMER AFFAIRS

BINGHAMTON, NY

TELEPHONE:

FAX:

December 14, 2017

Kia Motors America Inc

Irvine CA

Attn: Gustavo Villela

RE: Insured:

Claimant:

Claim #:

Kia Motors America Inc

Jurisdiction State: NY

Policy #:

D/L: 03/29/2017

Dear:

We have completed our investigation of this accident and found that you are legally responsible for the damage to our insured's vehicle (property). We have paid our insured for his damage and are requesting reimbursement as indicated below.

Total Repairs: \$21,476.00

Your check should be made payable to Utica Mutual Insurance Company as subrogee of John Corryea. If we do not hear from you within fifteen days of this letter, we will take appropriate legal action for recovery.

I can be reached during regular office hours of 8:30 AM and 5:00 PM EST, or you may leave a message on my voice mail. If you have insurance to cover this loss, please provide the name, address, phone number, policy number/claim number for your carrier and we will seek recovery through them.

Sincerely,

Kourtney Gruenewald  
Claim Specialist

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.

Please complete the following information:

Your insurance company's name, address and phone number: \_\_\_\_\_

Your policy and/or claim number assigned to this loss: \_\_\_\_\_

December 14, 2017, 11:37:58, EST- please print and mail. thx  
kgruenewald





BINGHAMTON, NY

TELEPHONE:

FAX:

RECEIVED

FEB 01 2018

CONSUMER AFFAIRS

January 22, 2018

Kia Motors America Inc

Irvine CA

Attn:

RE: Insured:

Claimant:

Claim #:

Kia Motors American Inc

Jurisdiction State: NY

Policy #:

D/L: 03/29/2017

Dear Mr. Villeta:

We have completed our investigation of this accident and found that you are legally responsible for the damage to our insured's vehicle (property). We have paid our insured for his damage and are requesting reimbursement as indicated below.

|                   |             |
|-------------------|-------------|
| Total Repairs:    | \$21,476.00 |
| Salvage Recovery: | \$n/a       |
| Total Due:        | \$21,476.00 |

Your check should be made payable to Utica Mutual Insurance Company as subrogee of [REDACTED]. If we do not hear from you within fifteen days of this letter, we will take appropriate legal action for recovery.

I can be reached during regular office hours of 8:00 AM and 5:00 PM EST, or you may leave a message on my voice mail. If you have insurance to cover this loss, please provide the name, address, phone number, policy number/claim number for your carrier and we will seek recovery through them.

Sincerely,

Kourtney Gruenewald  
Claim Specialist

**Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.**

**Please complete the following information:**

Your insurance company's name, address and phone number: \_\_\_\_\_

Your policy and/or claim number assigned to this loss: \_\_\_\_\_



BINGHAMTON, NY  
TELEPHONE: [REDACTED]  
FAX: [REDACTED]

September 29, 2017

Kia Motors America Inc

Irvine CA [REDACTED]

RECEIVED

OCT 13 2017

CONSUMER AFFAIRS

RE: Insured: [REDACTED]  
Claimant: Kia Motors America Inc Jurisdiction State: NY  
Claim #: [REDACTED] Policy # [REDACTED] D/L: 03/29/2017

Dear Gustavo Villela:

We have completed our investigation of this accident and found that you are legally responsible for the damage to our insured's vehicle (property). We have paid our insured for his damage and are requesting reimbursement as indicated below.

Total Repairs: \$21,476.00

Your check should be made payable to Utica Mutual Insurance Company as subrogee of [REDACTED]. If we do not hear from you within fifteen days of this letter, we will take appropriate legal action for recovery.

I can be reached during regular office hours of 8:30 AM and 5:00 PM EST, or you may leave a message on my voice mail. If you have insurance to cover this loss, please provide the name, address, phone number, policy number/claim number for your carrier and we will seek recovery through them.

Sincerely,

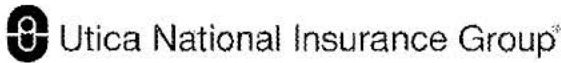
Kourtney Gruenewald  
Claim Specialist

**Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.**

**Please complete the following information:**

Your insurance company's name, address and phone number: \_\_\_\_\_

Your policy and/or claim number assigned to this loss: \_\_\_\_\_



BINGHAMTON, NY  
TELEPHONE:  
FAX:

November 9, 2017

Kia Motors America Inc.  
Attn: Gustavo Villela, Kia Consumer Affairs  
Irvine, CA

RECEIVED  
DEC 12 2017

CONSUMER AFFAIRS

Re: Personal Injury Protection – Preliminary Lien Demand  
Your Case #:  
Utica's Claim #:  
Utica's Insured:  
Injured Party:  
Accident Date: March 29, 2017

Dear

Please accept this letter as Utica National's demand for reimbursement based on our right to claim a lien. Insurance Law § 5104(b) indicates that any action by a "covered person" against a "non-covered person" has the right to claim a lien.

Insurance Law § 5102(j) defines a "covered person" as someone entitled to receive first-party benefits. John Coryea qualifies as a "covered person" because he is eligible for first-party no-fault benefits under his personal auto policy. was injured when the hatchback door of his 2016 Kia Sorento Lx fell on his nose. was reaching for items in the vehicle because the vehicle caught on fire due to a faulty parking sensor, a manufacturer defect. A "non-covered person" consists of someone who is not covered pursuant to either a motor vehicle liability policy or otherwise eligible for no-fault benefits. Kia Motors America Inc. is responsible for the manufacturers defect and qualifies as a "non-covered person" because there is no motor vehicle liability policy or no-fault benefits in effect for Kia Motors America Inc.

To date, Utica National has paid \$63.94 for medical treatment. Claimed loss is not final; additional payments are expected to be issued. Utica National is respectfully requesting 100% reimbursement for first-party no-fault benefits paid for medical treatment.

Please call me a with questions pertaining to this matter.

Sincerely,

Robin Kulesa  
Sr. Claims Specialist

cc: Rouses Point, NY

PE19-004

KIA

DEFECT D

CA FILES

2018 STINGER\_ACCIDENT  
SCRIPTS\_ALLEGED DEFECT  
D\_EXPANDED SCOPE

# 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?

0

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

Nothing

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

08/30/2018 10:30:00

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

I lost everything in this fire my house and my other vehicles.



B-2) What time was 911 called?

4:30 AM

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

Vehicle was in the garage parked

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

I was sleeping and heard a noise I went down stairs and I heard the smoke alarm going off in the garage I seen the flames and knew there was a fire, I went back and got my son woke him up from his sleep and ran out of the house and called 911.

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 lights on, Oil change done a week before.

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?

Waynesburg OH

C-1) Which fire agency responded?

3 different fire agency's came out because of where we live, Mohawk Valley, Brown and Magnolia

C-2) What is the fire report number?

I do not have the report number yet.

D-1) Where is the vehicle now?

Waynesburg OH

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?

To assist in the investigation of the fire and the vehicle the insurance company is wanting to work with Kia to know the cause of the fire.

## Accident Report

Case

---

### ***Report Details***

PE19-004

KIA

DEFECT D

CA FILES

2018 STINGER\_CA  
REPORTS\_ALLEGED DEFECT  
D\_EXPANDED SCOPE

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

Page 1 of 7

| Last name  | First name | VIN of      | 2018 STINGER | Case Number | Mileage   |
|------------|------------|-------------|--------------|-------------|-----------|
| [REDACTED] | [REDACTED] | KNAE25LA8   | [REDACTED]   | [REDACTED]  | 2.882     |
| Lakeland , | FL ,       | Prod. Date: | 12/07/2017   | Dealer:     | Regal 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 Warning Light

**Case History**

Techline case [REDACTED] created on 12-APR-18 by FL113.

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) : Jecssie Arman-Santiago

TL Case creator phone : [REDACTED]

TL Case creator email [REDACTED]

Below are the notes from the TL case describing the concern:

**[Problem Description]**

C/S CHECK ENGINE LIGHT ON AND VEHICLE IS SMOKING BAD

**[Diagnostics Performed]**

CONFIRM LIGHT ON DTC [REDACTED] CYLINDER 3-MISFIRE DETECTED . PERFORM VISUAL INSPECTION  
NOTICE DRY COOLANT OVER THE ENGINE REMOVE SPARK PLUG ON CYLINDER #3 NOTICE PLUG WAS  
WET PERFORM COOLANT PRESSRE FAIL UNABLETO HOLD PRESSURECOOLANT GOING INTO CYLINDER  
#3

\*\*\* Assigned to WIPBin 1 - Default of Karen Johnson on 04/13/2018 07:06:25 (PST)

\*\*\* Phone - Call - Outbound created on 04/13/2018 12:38:03 (GMT-07:00) Arizona and created by Karen Johnson

\*\*\*

Called customer and left VM:

- 1 - kca was notified that stinger in for svc
- 2 - apologized
- 3 - if you have questions or need assistance, please cb
- 4 - provided phone number

\*\*\* Phone - Call - Inbound commitment created on 04/13/2018 12:39:31 (GMT-07:00) Arizona with Commitment Date 04/17/2018 and created by Karen Johnson \*\*\*

\*\*\* Phone - Call - Outbound created on 04/18/2018 08:25:32 (GMT-07:00) Arizona and created by Karen Johnson

\*\*\*

Called fl113 and Tony stated:

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED] Lakeland, FL [REDACTED]

VIN: KNAE25LA8 [REDACTED]

MY and Mileage: 2018 Stinger, 2882

Most recent RO#, Open and Close Date: ro [REDACTED] 4/12/18

Is vehicle currently at dealership? y

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

Most recent Repair Issue and Diagnosis:

Customer says, CEL on and vehicle smoking

Dealer says, replacing long block

Able to Duplicate (Y or N): y

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

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

ETA for completion of repairs (if applicable): approx. first week in May

# Kia Motors America

## Consumer Affairs Department

Page 2 of 7

| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2018 STINGER</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|---------------------|--------------------|----------------|
|                  |                   | KNAE25LA8J             |                     |                    | 2.882          |
| Lakeland ,       | FL ,              | Prod. Date: 12/07/2017 | Dealer:             |                    | Regal 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 Warning Light

Parts on order (Y/N), if so obtain part#, order#: y, order . Per Parts Paul, not sure if long block included intake, gaskets, etc., so ordered those separately and will return if not needed. ETA 5/3/18

Techline Case (if applicable):

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

Dealer contacted DPSM (if needed): unk

Vehicle repaired?: n

Customer has possession?: n

Dealer Code/Selling Dealer (Y or N): n

Original Owner (Y or N): y

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

\*\*\* Phone - Call - Inbound commitment created on 04/18/2018 08:35:28 (GMT-07:00) Arizona with Commitment Date 04/20/2018 and created by Karen Johnson \*\*\*

\*\*\* Phone - Call - Inbound commitment fulfilled on 04/18/2018 10:26:32 (GMT-07:00) Arizona with Commitment Date 04/17/2018 closed by Karen Johnson \*\*\*

\*\*\* Phone - Call - Inbound created on 04/23/2018 11:12:12 (GMT-05:00) Eastern Time (US & Canada) and created by Kristi Smith \*\*\*  
cust states:

1. They are ordering a part for my vehicle and it won't be here until May.
2. This is crazy.

wrt states:

1. Apologized.
2. Advised would see if your case manager is avail to speak with you.
3. Advised TCS is currently on a call with another customer.
4. Will transfer to her voicemail.

cust states:

1. Ok, thank you.

\*\*\* Phone - Call - Inbound created on 04/23/2018 12:39:57 and created by Felina Chandler \*\*\*  
cust states:

1. I took my vehicle in for an engine problem
2. They told me they could not get the part until 05/03/18
3. I was told by them they are nothing they can do
4. I will be driving across the country, I need my car
5. I will not be coming to Florida
6. My job said they will fire me

Writer states:

1. Intro self
2. How can I help you?
3. Apologized
4. Let me see what I can do

Writer contacted DLR Tony Service



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

Page 3 of 7

| Last name                  | First name | VIN of 2018 STINGER    | Case Number        | Mileage   |
|----------------------------|------------|------------------------|--------------------|-----------|
| [REDACTED]                 | [REDACTED] | KNAE25LA8J [REDACTED]  | [REDACTED]         | 2.882     |
| Lakeland , FL , [REDACTED] |            | Prod. Date: 12/07/2017 | Dealer: [REDACTED] | Regal 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 Warning Light

Tony states:

1. No one talked to this customer
2. I will have my manager give him a call
3. We will work this out with him
4. Thank you

Writer states:

1. Intro self
2. Customer will be leaving state for work and can not take the rental if he doesn't or cant take the vehicle, he will be fired
3. Yes, Provided callback and case number
4. I will let him know thank you

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: Same

VIN: KNAE25LA8J [REDACTED]

MY and Mileage: 2018 Stinger/2,882

Most recent RO#, Open and Close Date: [REDACTED] 04/12/18- Current

Days Down at initial Service Alert report (if applicable): 11

Most recent Repair Issue and Diagnosis: Customer says, Engine light and smoking

Able to Duplicate (Y or N): Y

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

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

ETA for completion of repairs (if applicable): N

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

Techline Case (if applicable): [REDACTED]

Rental / Loaner Provided? If so, since when?: Y 04/12/18- Current

Dealer contacted DPSM (if needed): N

Vehicle repaired?: N

Customer has possession?: N

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

Original Owner (Y or N): Y

What is current Customer Request (if needed): Requesting for vehicle to be repaired ASAP.

Writer contacted Premium Department spoke to Amber ECR Transferred customer.

\*\*\* Phone - Call - Inbound created on 04/23/2018 12:57:32 and created by Amber Deslatte \*\*\*

\*transferred from Felina\*

Cust states:

1. im moving from florida to chicago
2. dlr game me a loaner
3. i cant drive my loaner across the country ad then drive all the way back
3. if im not there im going to lose my job

Wrt states:

1. apologized
2. let me go ahead and get in touch with the dlr to make sure on the time frame

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

Page 4 of 7

| Last name  | First name | VIN of     | 2018 STINGER           | Case Number        | Mileage   |
|------------|------------|------------|------------------------|--------------------|-----------|
| [REDACTED] | [REDACTED] | KNAE25LA8J | [REDACTED]             | [REDACTED]         | 2.882     |
| Lakeland , | FL ,       | [REDACTED] | Prod. Date: 12/07/2017 | Dealer: [REDACTED] | Regal 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 Warning Light

Cust states:

1. okay

\*outbound call to Service Adviser - Frank\*

Wrt states:

1. calling to see if you have updated part info

Frank states:

1. i just called mobis and they said 1st or second week of May
2. they said its on the ship right now being shipped

Wrt states:

1. okay thank you

\*back to cust\*

Wrt states:

1. thank you for holding
2. dlr advised part is on a ship on its way but should arrive 1st or 2nd week of May
3. how far away are you moving?
4. when are you moving?

Cust states:

1. from Orlando FL to Chicago IL, so over 1,000 miles
2. moving on May 1st
3. if it comes down to it i will leave the car and you can have the car back
4. if a vehicle is in a shop for more than 30 days and its a recurring issue, doesnt that fall under lemon law?

Wrt states:

1. apologized
2. referred to WCIM
3. i will go ahead and escalate your case
4. will be 2-3 business days for a rep to get back to you

Cust states:

1. if i dont believe there will be issues with this vehicle i would be crazy
2. this will probably be back at the dlr within 1000 miles
3. i will follow a lemon law file against that if it happens
4. i apologize im frustrated, and i know its not your fault so i apologize

Wrt states:

1. its okay i understand
2. i will forward this today to ECR

Cust states:

1. okay

\*\*\* Case [REDACTED] is sent on 4/23/2018 13:27:54 by Amber Deslatte  
To: [REDACTED] KIAUSA.COM



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

Page 5 of 7

| Last name  | First name | VIN of     | 2018 STINGER           | Case Number        | Mileage   |
|------------|------------|------------|------------------------|--------------------|-----------|
| [REDACTED] | [REDACTED] | KNAE25LA8J | [REDACTED]             | [REDACTED]         | 2.882     |
| Lakeland , | FL ,       | [REDACTED] | Prod. Date: 12/07/2017 | Dealer: [REDACTED] | Regal 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 Warning Light

Cc: [REDACTED]@kiaconsumeraffairs.com

Title: NO ACTION REQUIRED - Case Escalation [REDACTED] [REDACTED]

\*\*\* Note - Others created on 04/23/2018 13:26:39 and created by Amber Deslatte \*\*\*

Forward to ECR

- 1 Customer states CEL is on and vehicle is smoking
- 2 [REDACTED] states engine needs to be replaced
- 3 Dispatching because vehicle has been down 11 days
- 4 DPSM has been advised
- 5 Please review and follow up accordingly

\*\*\* 04/23/2018 13:28:28 \*\*\*

Dispatched from WIPBin = Default to Queue Southern Region ECR by Amber Deslatte

Reason:

\*\*\* Phone - Call - Inbound commitment fulfilled on 04/23/2018 15:15:50 (GMT-07:00) Arizona with Commitment Date 04/20/2018 closed by Karen Johnson \*\*\*

\*\*\* Case note has been appended from duplicated auto-case on 04/24/2018 01:01:15 (PST)

-----  
Comments from UPER

-----  
Part ordered for customer vehicle has been placed into the UPER status on 04/23/2018 00:00:00

-----  
Dealer Name : REGAL AUTOMOTIVE GROUP, INC. Regal Kia

Dealer Contact name : [REDACTED]

Dealer Phone [REDACTED]

Part No# [REDACTED] Regal Kia

Order No# [REDACTED]

Order Qty# : 1

-----  
Dealer Comment : BRAND NEW STINGER VEHICLE DOWN FOR OVER A WEEK

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

\*\*\* 04/24/2018 07:46:30 (GMT-07:00) Arizona \*\*\*

Accepted from Queue Southern Region ECR to WIPBin Default by Justina Sinclair

\*\*\* 04/24/2018 07:47:45 (GMT-07:00) Arizona \*\*\*

Assigned to WIPBin Default of Tammy Shamburger by Justina Sinclair

Reason:

\*\*\* Phone - Call - Outbound created on 04/25/2018 09:57:36 (GMT-07:00) Arizona and created by Tammy Shamburger \*\*\*

Writer called customer at [REDACTED] and stated:

1. This is Tammy from Kia.
  - 2 your case forward to our escalation dept for handling.
  - 3 apologize for your engine repair
- cust states

# Kia Motors America

## Consumer Affairs Department

Page 6 of 7

| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2018 STINGER</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|---------------------|--------------------|----------------|
|                  |                   | KNAE25LA8J             |                     |                    | 2.882          |
| Lakeland ,       | FL ,              | Prod. Date: 12/07/2017 | Dealer:             |                    | Regal 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 Warning Light

- 1 I am moving to Chicago and I would like my Stinger to come with me.
- 2 I can't believe it takes an engine this long to come in, I ordered a exhaust from Korea and it took only few days and its bigger than an engine.
- 3 I want my vehicle to be repaired by May 1st to take to Chicago where I am moving too.
- 4 the dlr has me in a loaner so I cant take that car to Chicago.

wrt states

- 1 apologize for the situation but writer can put you in a rental and so you can take that to Chicago and writer can transport your vehicle to you in Chicago.
  2. first writer will check on part ETA and get back to you.
  - 3 sorry for the situation.
- cust thanked wrt call ended

\*\*\* Phone - Call - Outbound created on 04/25/2018 10:12:45 (GMT-07:00) Arizona and created by Tammy Shamburger \*\*\*

Writer called Part dept at dlr and spoke to Jeff

Jeff states

- 1 everyone trying to get this engine in here
  - 2 right now ETA is showing May 2nd
  - 3 will check with Kia parts and see if they can give me a better ETA.
  - 4 will get back to you.
- wrt thanked Jeff.

\*\*\* Phone - Call - Outbound commitment created on 04/25/2018 10:15:39 (GMT-07:00) Arizona with Commitment Date 04/26/2018 and created by Tammy Shamburger \*\*\*

\*\*\* 04/27/2018 15:13:00 (GMT-07:00) Arizona \*\*\*

Case moved into WIPBin Default and Sub Status of Assigned

\*\*\* Phone - Call - Outbound commitment fulfilled on 04/27/2018 16:18:48 (GMT-07:00) Arizona with Commitment Date 04/26/2018 closed by Tammy Shamburger \*\*\*

Called customer and stated

- 1 wanted to inform you that we are trying our fastest to get part to dlr.
- 2 will check on Monday to see if the dlr has the engine.
- 3 apologize for situation
- 4 writer can get you in rental so you can drive up to Chicago and I will transport vehicle to you when done.

cust states

- 1 not to worry
- 2 not moving to Chicago now. The offered was taken away because I was not willing to leave with most of my possessions here, not to worry got another job here in FL.
- 3 however I know more things will go wrong with vehicle after the engine. Its not like changing a head lamp.
- 4 will wait for all the problems so at that time I will claim for LL.
- 5 thank you for your call but I got to go. bye. call ended

\*\*\* Phone - Call - Inbound commitment created on 04/27/2018 16:19:22 (GMT-07:00) Arizona with Commitment Date 05/01/2018 and created by Tammy Shamburger \*\*\*

\*\*\* Phone - Call - Outbound commitment updated on 05/02/2018 15:14:29 (GMT-07:00) Arizona with Commitment Date 05/03/2018 and updated by Tammy Shamburger \*\*\*

\*\*\* Phone - Call - Outbound commitment fulfilled on 05/04/2018 14:57:36 (GMT-07:00) Arizona with Commitment Date 05/03/2018 closed by Tammy Shamburger \*\*\*

Writer called dlr and spoke to Lindsey

# Kia Motors America

## Consumer Affairs Department

Page 7 of 7

| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2018 STINGER</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|---------------------|--------------------|----------------|
|                  |                   | KNAE25LA8J             |                     |                    | 2.882          |
| Lakeland ,       | FL ,              | Prod. Date: 12/07/2017 | Dealer:             |                    | Regal 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 Warning Light

wrt states

1 check on vehicle repair.

Lindsey states

1 vehicle is done and gone.

writer states

1 ok great! thank you

\*\*\* Phone - Call - Outbound created on 05/04/2018 15:00:00 (GMT-07:00) Arizona and created by Tammy Shamburger \*\*\*

Writer called and stated

1 this is Tammy from Kia.

cust states

1 Hi. What do you need, I dont have time to talk

wrt states

1 just checking to see how your vehicle is doing?

cust states

1. Fantastic! thank you for the call. call ended

\*\*\* 05/04/2018 15:26:29 (GMT-07:00) Arizona \*\*\*

Closed with Resolution Code : Repaired at Dlr

[Resolution Summary]



# Kia Motors America

## Consumer Affairs Department

Page 1 of 3

| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2018 STINGER</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|---------------------|--------------------|----------------|
|                  |                   | KNAE25LA1J             |                     |                    | 500            |
|                  |                   | Prod. Date: 10/26/2017 | Dealer:             |                    |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

### Case History

\*\*\* 09/05/2018 07:35:34 (GMT-07:00) Mountain Time (US & Canada) \*\*\*

Contact = , Priority = Standard, Sub Status = Working

\*\*\* Phone - Call - Inbound created on 09/05/2018 07:35:38 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray \*\*\*

Customer States: Michelle Miller from 3 M claims

1. Michelle Miller from 3 M claims for Tuscarora Wayne Inc.

2. Contact number

3. Nesco has been hire to do the fire inspection

4. We want to send the info to Kia

5. This was a new Kia vehicle and we want to make sure it was not the vehicle

6. If it was we want to be able to work together to get this fixed.

7. What can I do to get this going while they do the inspection.

Writer States:

1. Apologized

2. I can get your info

3. I can reach out to the customer and for a fire report

4. We can then send up for review with our NCA department

5. From there they will f/u to know what the next set will be.

Customer States: Michelle Miller from 3 M claims

1. Thank you

Writer states:

1. You're Welcome

2. Thank you for call KCAC

\*\*\* Phone - Call - Inbound created on 09/05/2018 07:45:47 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray \*\*\*

Write states:

1. I wanted f/u with you after call from the insurance

2. I was told there was fire

3. I can run a fire report with you to send up for review

Customer States:

1. I was waiting for this call

2. I there was a fire at my house and I lost everything

3. My house and my cars

Writer States:

1. Apologized

2. I need to go over an accident report with you.

3. It will be reviewed further

4. If there is more information need Kia will f/u with you

Customer States:

1. Thank you

Writer states:

1. You're Welcome

2. Thank you for call KCAC

# Kia Motors America

## Consumer Affairs Department

Page 2 of 3

| <u>Last name</u> | <u>First name</u> | <u>VIN of</u> 2018 STINGER | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|----------------------------|--------------------|----------------|
|                  |                   | KNAE25LA1J                 |                    | 500            |
|                  |                   | Prod. Date: 10/26/2017     | Dealer:            |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

\*\*\* 09/05/2018 10:16:26 (GMT-07:00) Mountain Time (US & Canada) \*\*\*

Dispatched from WIPBin = Default to Queue National CA by Octavia Murray

Reason:

\*\*\* 09/06/2018 08:05:45 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* Case is sent on 9/6/2018 18:34:31 by Michele Cameron

To: tonyjiang@kiausa.com

Cc:

Title:

\*\*\* 09/07/2018 08:03:54 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup

Reason:

\*\*\* Phone - Call - Inbound created on 09/07/2018 10:56:13 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Wtr spoke with :

1. asked for pictures and location of vehicle
2. Customer stated can send photos
3. CustoeMr stated car is still at home
4. Wtr advised would be needing permission
5. Cust advised to call insurance

call ended

\*\*\* Phone - Call - Inbound created on 09/07/2018 14:12:34 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Wtr LVM for Michelle at insurance

\*\*\* Phone - Call - Inbound commitment created on 09/07/2018 14:13:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/10/2018 and created by Gustavo Villela \*\*\*

\*\*\* Phone - Call - Inbound commitment fulfilled on 09/11/2018 11:52:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/10/2018 closed by Gustavo Villela \*\*\*

\*\*\* Phone - Call - Inbound created on 09/11/2018 11:52:53 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Wtr LVM for Michelle with insurance

\*\*\* Phone - Call - Inbound commitment created on 09/11/2018 11:53:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/12/2018 and created by Gustavo Villela \*\*\*

\*\*\* Phone - Call - Inbound commitment fulfilled on 09/12/2018 14:55:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/12/2018 closed by Gustavo Villela \*\*\*

\*\*\* Phone - Call - Inbound created on 09/12/2018 14:55:17 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Wtr spoke with Michelle miller:

1. Asked for docs/reports

# Kia Motors America

## Consumer Affairs Department

Page 3 of 3

| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2018 STINGER</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|---------------------|--------------------|----------------|
|                  |                   | KNAE25LA1J             |                     |                    | 500            |
|                  |                   | Prod. Date: 10/26/2017 | Dealer:             |                    |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

- Michelle took email of wtr
- Wtr asked for permission/location to inspect vehicle
- Michelle advised to call Matt adjuster at [REDACTED] for more info
- wtr thanked

call ended

\*\*\* Phone - Call - Inbound created on 09/12/2018 15:14:38 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Wtr spoke with Matt, adjuster:

- matt advised of engineers names
- wtr gave names and contacts
- Matt advised of nefco inspecting and they would give location to engineers as they know
- Call ended

\*\*\* Phone - Call - Inbound commitment created on 09/12/2018 15:59:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/13/2018 and created by Gustavo Villela \*\*\*

\*\*\* Phone - Call - Inbound commitment fulfilled on 09/13/2018 11:18:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/13/2018 closed by Gustavo Villela \*\*\*

\*\*\* Phone - Call - Inbound created on 09/13/2018 11:18:44 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Wtr received email from Michelle miller:

- "Good morning, Gus,

Attached is the fire report for the above referenced vehicle fire. At this time the fire report is the only thing I am able to share with you.

Thank you,  
Michelle Miller  
3EM Claims Adjusting"

\*\*\* Phone - Call - Inbound created on 09/13/2018 11:29:50 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Wtr sent response to engineers/legal

- Pending response

\*\*\* Phone - Call - Inbound commitment created on 09/13/2018 11:30:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/14/2018 and created by Gustavo Villela \*\*\*

\*\*\* Phone - Call - Inbound commitment fulfilled on 09/13/2018 13:07:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/14/2018 closed by Gustavo Villela \*\*\*

\*\*\* 09/13/2018 13:07:42 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Closed by Gustavo Villela with Resolution Code : Legal Handling

[Resolution Summary]

CLOSED PER LEGAL HANDLING

PE19-004

KIA

DEFECT D

CA FILES





## Incident Report:

| Incident Number | Date/Time  | Exp # | Incident Type              |
|-----------------|------------|-------|----------------------------|
| ██████████      | 08/30/2018 | 0     | ██████████ - Building fire |

### Times:

| Dispatch/Alarm    | Enroute           | Arrival           | Controlled        | Last Unit Cleared |
|-------------------|-------------------|-------------------|-------------------|-------------------|
| 08/30/18 05:04:00 | 08/30/18 05:14:00 | 08/30/18 05:16:00 | 08/30/18 05:16:42 | 08/30/18 13:42:00 |

### Location:

██████████ Waynesburg, OH ██████████





**Incident Details:****Alarms:** 1**District:** Waynesburg Village**Shift:****Township:** Sandy Township**Station:** Station**Census Tract:** Way**Property Use:**

1 or 2 family dwelling

**Haz Mat Release:****Mixed Use Property:****Detector Status:****Estimated Dollar Value and Losses**

|                 | PRE-INCIDENT VALUES | LOSSES  |
|-----------------|---------------------|---------|
| <b>Property</b> | \$75000             | \$75000 |
| <b>Contents</b> | \$70000             | \$70000 |

**Incident Actions**

Extinguishment by fire service personnel

Salvage &amp; overhaul

Incident command

**Incident Fire Details:****Property Details**

Total Number of Buildings Involved in Fire: 1 Acres Burned:  
Is it a Residential Property?: True  
If True, Number of Residential Units: 1

**On Site Materials****Material:****Storage:****Ignition**

Area of Origin: UU - Undetermined  
Type of Material: UU - Undetermined  
Heat Source: UU - Undetermined  
Cause of Ignition: U - Cause undetermined after investigation  
Item First Ignited: UU - Undetermined

**Factors Contributing to Ignition**

UU - Undetermined

**Human Factors Contributing to Ignition**

N - None

**Equipment Details****Equipment Involved:****Brand:****Serial Number:****Model:****Year:****Equipment Power Source:****Equipment Portability:****Suppression****Water Usage:****Foam A Usage:****Foam B Usage:****Suppression Factors****Structure Fire**

**Incident Fire Details:****Structure Details****Structure Type:** 1 - Enclosed building**Building Status:** 2 - In normal use**Building Height - Above Grade:** 1**Building Height - Below Grade:** 1**Main Floor Size:**

45 X 20

**OR**

900 Sq. Ft.

**Origin / Spread****Fire Origin****Floor of Origin:** 1**Fire Spread:** 4 - Confined to building of origin**Number of Stories Damaged by Flames****Minor:** 0 **Heavy:** 0**Significant:** 0 **Extreme:** 2**Flame Spread****Item Contributing to Spread:** UU - Undetermined**Material Contributing to Spread:** UU - Undetermined**Detectors****Detector Presence:** 1 - Present**Detector Details****Type:** 1 - Smoke**Operation:** 2 - Detector operated**Power:** 1 - Battery only**Effectiveness:** 1 - Detector alerted occupants, occupants responded**Detector Failure Reason:****AES - Automatic Extinguishing System****AES Presence:** None Present**AES Details****Type:****Operation:****Number of Sprinklers****Detector Failure Reason:**

**Incident Owners and Entities:** [REDACTED]

**Owner Information**

**Person's Name:** [REDACTED]

**Address:**

**Contact Method:**

Home

[REDACTED] Magnolia Ohio [REDACTED]

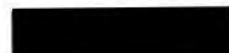
**Incident Involved Persons and Entities:**

**Involved Persons**



**Contact Methods:**

Mobile



**Involved Entities**





**Mutual Aid:** [REDACTED]

*Type of Aid: 1 - Mutual aid received*

**Great Trail Fire dis.**

**FDID:**

[REDACTED]

**Custom Department Identifier:**

**Agency's Incident Number:**

**Mutual Aid Purpose:** Automatic Mutual Aid

| TIMES           |         |         |        |
|-----------------|---------|---------|--------|
| Notify          | Arrival | Cleared | Cancel |
| 8/30/2018 05:04 |         |         |        |

|        | Apparatus | Personnel |
|--------|-----------|-----------|
| Fire   | 1         | 4         |
| EMS    |           |           |
| Rescue |           |           |
| Other  |           |           |

[REDACTED]

**Mutual Aid:** [REDACTED]

**Type of Aid:** 1 - Mutual aid received

**Magnolia Fire Department**

**FDID:** [REDACTED]

**Custom Department Identifier:**

**Agency's Incident Number:**

**Mutual Aid Purpose:** Automatic Mutual Aid

| TIMES           |         |         |        |
|-----------------|---------|---------|--------|
| Notify          | Arrival | Cleared | Cancel |
| 8/30/2018 05:04 |         |         |        |

|        | Apparatus | Personnel |
|--------|-----------|-----------|
| Fire   | 3         | 8         |
| EMS    |           |           |
| Rescue |           |           |
| Other  |           |           |

## Incident Narrative: [REDACTED]

**Title:** Narrative

**Narrative:**

Called to address for reported garage fire. Before arrival from fire department dispatch upgraded to fire spread to house. Upon arrival of [REDACTED] reported fully involved structure fire. House built on top of garage.

[REDACTED] was first on scene, Eckinger found occupants and made contact, found out all occupants were safely out.

[REDACTED] used two inch and three quarter pre connect hand lines to attack south "D" side of structure.

[REDACTED] arrived and was asked to establish water supply for attack engine. Hydrant at Hillside Ln and Spring Valley Ln was used.

Once permanent water supply was established a portable monitor supplied by one two and a half inch hose was set up on "B" side of structure. Another inch and three quarter pre connect hand line was taken to the "C" side of structure.

Ohio State Fire Marshall was called for investigation. Brian Peterman was lead investigator.

AEP and Columbia gas were called to disconnect utilities.

Red Cross was dispatched to assist occupants.

Fire Marshall ruled cause undetermined prior to leaving scene.

|                                |  |
|--------------------------------|--|
| <b>Incident Authorization:</b> |  |
|--------------------------------|--|

**Report Completed:** 8/30/2018

**Member Making Report:** Marraccini, James A.

**Member Making Report Assignment:**

**Officer In Charge:**

**Officer In Charge Assignment:**

---

**Reviewed By:** Ely, Thomas C.

**Reviewed Date:** 9/9/2018

PE19-004

KIA

DEFECT D

CA FILES

SPORTAGE

2017 SPORTAGE\_ACCIDENT  
SCRIPTS\_ALLEGED DEFECT  
D\_EXPANDED SCOPE



# 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?

Renter - [REDACTED]

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

Unsure

# Accident Report

Case [REDACTED]

---

## ***Report Details***

PE19-004

KIA

DEFECT D

CA FILES

SPORTAGE

2017 SPORTAGE\_CA  
REPORTS\_ALLEGED DEFECT  
D\_EXPANDED SCOPE

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 12

| Last name | First name | VIN of 2017 SPORTAGE   | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | KNDPMCAC2H             |             | 16,125  |
|           |            | Prod. Date: 03/17/2017 | 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**

\*\*\* 04/19/2018 16:08:45 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Contact = , Priority = Standard, Sub Status = Working

\*\*\* Email - External Email Received created on 04/19/2018 16:08:56 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Subject: Kia Thermal Event - 4.17.2018

Importance: High

Alex,

Good morning. Avis has another vehicle that caught fire. Can you assist? All information is below.

Thank you,

ABG Driver Name:

April 17, 2018 approx. 8:15 am

East Bound on the Queen Elizabeth Way Highway (QEW), Oakville Ontario

Ontario Provincial Police (OPP) Burlington detachment

PC: Singh Badge #

Occurrence # OP

Phone

No injuries, damage to the road surface.

No other 3rd party property damage that we are aware of at this point.

Vehicle has been towed to ABG Toronto.

ABG Contacts:

or cell

\*\*\* Phone - Call - Outbound created on 04/20/2018 13:47:11 (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 04/20/2018 13:48:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/23/2018 and created by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Outbound created on 04/23/2018 10:34:21 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt states

1. Hi contacting in regards to case
2. Would like to ask script questions.
3. Also would like additional documents including reports, renters agreement, maintenance records, pictures
4. Where is car currently

states

1. Do not have more information other than what I have already provided
2. Believe car is still in Canada but can figure out and follow up
3. For the most part, we try to leave the customer out of the claim
4. Do not wish to make it a big deal for the renter.
5. If you could send me an email, I can reply back with all the things requested.

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

Page 2 of 12

| Last name | First name | VIN of 2017 SPORTAGE   | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | KNDPMCAC2H             |             | 16,125  |
|           |            | Prod. Date: 03/17/2017 | Dealer:     |         |

Kia Case Type Lvl1: Complaint  
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability  
Kia Case Type Lvl4: Fire/Explosion

Wrt states  
1. thank you

\*\*\* Email - External Email Sent created on 04/23/2018 10:45:53 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*  
Sent: Monday, April 23, 2018 10:46 AM  
To: [REDACTED]  
Subject: RE: Kia Thermal Event - 4.17.2018 / Kia Case# [REDACTED]

Hello [REDACTED],

Thank you for speaking with me. Per our discussion, can you please provide additional photos, fire and police reports when available, rental agreement, maintenance records, and the location of the vehicle.

Please contact me if you have any questions.

Thank you,

\*\*\* Phone - Call - Inbound commitment updated on 04/23/2018 10:46:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/25/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Email - External Email Received created on 04/23/2018 12:01:54 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*  
From [REDACTED] [mailto:[REDACTED]]  
Sent: Monday, April 23, 2018 10:58 AM  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: FW: Kia Thermal Event (VIN# KNDPMCAC2H [REDACTED] - 4.17.2018 / Kia Case# [REDACTED])  
Importance: High

Ajmer,  
Good afternoon, With the exception of the rental agreement can you supply any of the requested information below for the folks at Kia so this product allegation case can proceed? Reply to all please.  
Thank you,  
[REDACTED]

Alex,  
Maintenance information is below.  
Regards,  
[REDACTED]

VEHID AC2H [REDACTED] SERIAL NO. KNDPMCAC2H [REDACTED]  
(OWNER) CUSTOMER  
DELV. DATE  
IN SERVICE 02JUN17  
HOME PHONE N/A WAR.EXP.DATE KEY [REDACTED] CLT STRD STKR 8



# Kia Motors America

## Consumer Affairs Department

Page 3 of 12

| Last name | First name | VIN of 2017 SPORTAGE   | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | KNDPMCAC2H             |             | 16,125  |
|           |            | Prod. Date: 03/17/2017 | Dealer:     |         |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

BUS. PHONE N/A EXT. LICENSE NO. CTA  
CELL PHONE N/A UNIT N/A  
PAGER N/A CODE SA  
E-MAIL  
DLR LOYALTY STOCK #  
KIA Sportage

\*--- 1 of 2 - Dealer: CTE-S -----\*

RO No Opened: 26NOV17 Closed: 28NOV17 Mileage: 14901

Line Code Comeback: N

Complaint: PMVEND PMS PERFORMED ON LOT

Cause:

SA..... TECH... TYPE. OPCODE.. CB-RO..... DESCRIPTION.....

I PMVEND PMS PERFORMED ON LOT  
PARTS\$ 0.00 LABOR\$ 0.14 MISC\$ 0.00

\*--- 2 of 2 - Dealer: AVIS-S -----\*

RO No Opened: 31AUG17 Closed: 31AUG17 Mileage: 8367

Line Code Comeback: N

Complaint: PMV PM VEND OFF AIRPORT

Cause:

SA..... TECH... TYPE. OPCODE.. CB-RO..... DESCRIPTION.....

I PMV YOUR LOCATION LUBE  
PARTS\$ 0.00 LABOR\$ 27.69 MISC\$ 0.00

\*\*\* Phone - Call - Inbound commitment updated on 04/25/2018 09:30:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/27/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 04/27/2018 09:10:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/01/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 05/01/2018 09:19:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/03/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 05/03/2018 09:33:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/04/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 05/07/2018 14:11:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/08/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 05/08/2018 16:19:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/09/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 05/09/2018 12:39:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/11/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Outbound created on 05/11/2018 10:04:01 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Wrt states

1. Hi



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

Page 4 of 12

| Last name | First name | VIN of 2017 SPORTAGE   | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | KNDPMCAC2H             |             | 16,125  |
|           |            | Prod. Date: 03/17/2017 | Dealer:     |         |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

2. Wanted to follow up in regards to case
3. Have not heard anything back yet
4. Do you know where vehicle is located

states

1. Have not heard anything back yet
2. Will follow up
3. Believe car is still in Canada

Wrt states

1. Thank you

\*\*\* Email - External Email Received created on 05/11/2018 10:05:45 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

To:

Cc:

Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H - 4.17.2018 / Kia Case#

Ajmer,

Good afternoon, any additional information on this vehicle? (see highlighted below). Also please confirm vehicle location and point of contact at location.

Thank you,

Alex,

Avis Budget Group will not be able to supply a copy of the rental agreement to Kia.

Regards,

\*\*\* Phone - Call - Inbound commitment updated on 05/11/2018 10:08:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/15/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 05/11/2018 16:05:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/18/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Email - External Email Received created on 05/14/2018 16:54:57 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

To:

Cc:

Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H - 4.17.2018 / Kia Case#

Hi

We are waiting for the police report a second request was made recently. No fire occurrence report available.

The unit is at our service facility. Avis Budget Group, , Toronto, Ontario, Canada

ABG Contacts:

or cell

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

Page 5 of 12

| Last name | First name | VIN of 2017 SPORTAGE   | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | KNDPMCAC2H             |             | 16,125  |
|           |            | Prod. Date: 03/17/2017 | Dealer:     |         |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Thanks,

Ajmer Pabla  
Director, Supply Chain, Canada  
Toronto, ON  
W | M  
ajmer.pabla@avisbudget.com

Avis | Budget | Zipcar

\*\*\* Phone - Call - Inbound commitment updated on 05/30/2018 16:16:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/01/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 06/01/2018 10:23:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/08/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Email - External Email Sent created on 06/05/2018 09:38:43 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

To: [REDACTED]  
Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H [REDACTED] - 4.17.2018 / Kia Case# [REDACTED])

Good morning [REDACTED]

Do you know if the vehicle is still in Canada or if there are any plans on moving the vehicle to the US for inspection?

Thank you,

Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H [REDACTED] - 4.17.2018 / Kia Case# [REDACTED])

Alex,  
Good afternoon, the vehicle has not been moved and there are no plans to move to the US. Have a good weekend.  
Thank you,  
[REDACTED]

Sent: Tuesday, June 05, 2018 9:39 AM

To: [REDACTED]  
Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H [REDACTED] - 4.17.2018 / Kia Case# [REDACTED])

Hello [REDACTED]

Thank you for the update. If the vehicle does move back to the US and would like to reopen the discussion, please contact me.

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

Page 6 of 12

| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2017 SPORTAGE</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|----------------------|--------------------|----------------|
|                  |                   | KNDPMCAC2H             |                      |                    | 16,125         |
|                  |                   | Prod. Date: 03/17/2017 | Dealer:              |                    |                |

Kia Case Type Lvl1: Complaint  
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability  
Kia Case Type Lvl4: Fire/Explosion

Thank you,

\*\*\* Phone - Call - Inbound commitment updated on 06/05/2018 09:39:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/07/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Email - External Email Received created on 06/05/2018 09:47:35 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*  
Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H - 4.17.2018 / Kia Case#

Alex,  
Good afternoon, so since this vehicle is in Canada Kia will not inspect? Please advise.  
Thank you,

To:  
Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H - 4.17.2018 / Kia Case#

Hello

That is correct as we are unable to travel outside the country. We can inspect the vehicle if it does return to the US.

Thank you,

Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H - 4.17.2018 / Kia Case#

Thanks for the explanation Alex. Hold the case open please and I will see what we can do. I will get back to you shortly.

\*\*\* Email - External Email Received created on 06/06/2018 16:58:40 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*  
Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H - 4.17.2018 / Kia Case#

Alex,  
We are getting this vehicle towed to NY. (Buffalo area) once it has arrived, I will let you know, please keep this case open.  
Thank you,



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

Page 7 of 12

| Last name | First name | VIN of 2017 SPORTAGE   | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | KNDPMCAC2H             |             | 16,125  |
|           |            | Prod. Date: 03/17/2017 | Dealer:     |         |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H - 4.17.2018 / Kia Case#

Hello

Thank you for update. I will keep the case open. Please let me know when the vehicle does arrive so we can arrange dates to inspect.

Thank you,

Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H - 4.17.2018 / Kia Case#

Will do!

\*\*\* Phone - Call - Inbound commitment updated on 06/06/2018 16:59:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/08/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 06/08/2018 10:02:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/15/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Email - External Email Received created on 06/15/2018 09:45:15 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Cc:

Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H - 4.17.2018 / Kia Case#

Importance: High

Alex,

Good morning, the subject vehicle is back in the U.S, (was previously in Canada – Kia could not inspect in Canada), vehicle location and point of contact is below. Avis Budget Group is requesting an inspection take place on this unit as soon as possible. If anything else is needed please let me know. I can be reached at

Regards,

Buffalo, NY

Phone

\*\*\* Phone - Call - Inbound commitment updated on 06/18/2018 14:14:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/19/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 06/19/2018 10:06:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/20/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 06/21/2018 08:38:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/22/2018 and updated by Alex Villalpando \*\*\*

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

Page 8 of 12

| Last name | First name | VIN of 2017 SPORTAGE   | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | KNDPMCAC2H             |             | 16,125  |
|           |            | Prod. Date: 03/17/2017 | 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 updated on 06/26/2018 13:25:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/29/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Email - External Email Sent created on 06/26/2018 13:26:47 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Cc: Price,

Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H - 4.17.2018 / Kia Case#

Importance: High

Alex,

Good morning, any word on this inspection? Please advise.

Thank you,

To:

Cc:

Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H - 4.17.2018 / Kia Case#

Hi

I apologize for the delay. I am currently working my engineers to setup a date to inspect.

Thank you,

\*\*\* Email - External Email Sent created on 07/02/2018 13:24:32 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Sent: Monday, July 02, 2018 1:25 PM

To:

Cc:

Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H - 4.17.2018 / Kia Case#

Hello

Would 7/11/18 at 8:30am be okay for inspection? I have included our engineer who will be able to inspect the vehicle.

Thank you,

\*\*\* Phone - Call - Inbound commitment updated on 07/02/2018 13:24:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/03/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 07/03/2018 10:34:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/06/2018 and updated by Alex Villalpando \*\*\*



# Kia Motors America

## Consumer Affairs Department

Page 9 of 12

| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2017 SPORTAGE</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|----------------------|--------------------|----------------|
|                  |                   | KNDPMCAC2H             |                      |                    | 16,125         |
|                  |                   | Prod. Date: 03/17/2017 |                      | 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 updated on 07/06/2018 13:55:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/10/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 07/10/2018 10:18:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/13/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Note - Others created on 07/16/2018 11:45:47 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Reviewed with KMA engineers

\*\*\* Phone - Call - Inbound commitment updated on 07/16/2018 11:46:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/17/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Email - External Email Received created on 07/25/2018 17:28:37 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H ) - 4.17.2018 / Kia Case#

Alex,

Good morning, any updates on the inspection report for this vehicle? Please advise.

Thank you,

Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H ) - 4.17.2018 / Kia Case#

Hi

Please see attached. Please let me know if you have any questions.

Thank you,

\*\*\* Phone - Call - Inbound commitment updated on 07/25/2018 17:29:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/27/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Email - External Email Sent created on 08/01/2018 15:40:19 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Cc:

Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H ) - 4.17.2018 / Kia Case#

Importance: High

Alex,

Good morning, attached is a signed, scanned copy of repurchase letter for VIN# KNDPMCAC2H . If anything else is needed, please contact me. Have a good weekend.

Thank you,

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

Page 10 of 12

| Last name | First name | VIN of 2017 SPORTAGE   | Case Number | Mileage |
|-----------|------------|------------------------|-------------|---------|
|           |            | KNDPMCAC2H             |             | 16,125  |
|           |            | Prod. Date: 03/17/2017 | Dealer:     |         |

Kia Case Type Lvl1: Complaint  
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability  
Kia Case Type Lvl4: Fire/Explosion

To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H [REDACTED] - 4.17.2018 / Kia Case# [REDACTED])

Hello [REDACTED]

I will begin working on the settlement agreement and prepare the payment.

Could you please provide a copy of the title and if there is a lien release, will Avis be able to satisfy it?

Thank you,

\*\*\* Phone - Call - Inbound commitment updated on 08/01/2018 15:40:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/06/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Email - External Email Received created on 08/02/2018 08:48:21 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*  
Subject: FW: Kia Thermal Event (VIN# KNDPMCAC2H [REDACTED] - 4.17.2018 / Kia Case# [REDACTED])

Shoheen,  
Good morning, can you send the title to Alex – Kia is repurchasing this vehicle. His mailing address is below.  
Thank you,  
[REDACTED]

\*\*\* Phone - Call - Inbound commitment updated on 08/02/2018 08:48:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/08/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Email - External Email Received created on 08/07/2018 17:30:34 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*  
Cc: [REDACTED]  
Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H [REDACTED] - 4.17.2018 / Kia Case# [REDACTED])

Alex, ABG will satisfy the lien and provide KIA the title.

To: [REDACTED]  
Cc: Villalpando, Alex [KMA]  
Subject: RE: Kia Thermal Event (VIN# KNDPMCAC2H [REDACTED] - 4.17.2018 / Kia Case# [REDACTED])

Sending today UPS [REDACTED]

\*\*\* Phone - Call - Inbound commitment updated on 08/07/2018 17:31:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/13/2018 and updated by Alex Villalpando \*\*\*

# Kia Motors America

## Consumer Affairs Department

Page 11 of 12

| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2017 SPORTAGE</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|----------------------|--------------------|----------------|
|                  |                   | KNDPMCAC2H             |                      |                    | 16,125         |
|                  |                   | Prod. Date: 03/17/2017 | Dealer:              |                    |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

\*\*\* Note - Others created on 08/13/2018 17:18:52 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*  
Submitted VRS

\*\*\* Phone - Call - Inbound commitment updated on 08/17/2018 11:17:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 09/05/2018 11:16:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/13/2018 and updated by Alex Villalpando \*\*\*

\*\*\* Note - Others created on 01/14/2019 11:59:25 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*  
Morley Case#

\*\*\* Phone - Call - Inbound commitment fulfilled on 01/14/2019 11:59:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/13/2018 closed by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment created on 01/14/2019 11:59:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/18/2019 and created by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 01/18/2019 09:19:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/31/2019 and updated by Alex Villalpando \*\*\*

\*\*\* Email - External Email Sent created on 01/31/2019 09:10:18 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Sent: Tuesday, January 29, 2019 11:50 AM

To: Villalpando, Alex [KMA]

Subject: FW: Kia Sportage Thermal Event - VIN# KNDPM3AC3J Atlanta, GA / Kia Motors America

Importance: High

Hi Alex,

I contacted the location who informed me that although the fire and police departments were on the scene neither created a police report according to the customer. Below is a screenshot of the rental agreement.

Sent: Thursday, January 31, 2019 9:11 AM

To:

Subject: RE: Kia Sportage Thermal Event - VIN# KNDPM3AC3J Atlanta, GA / Kia Motors America

Hello

Thank you for the information. I will get this reviewed and follow up.

Please let me know if you have any questions.

Thank you,

# Kia Motors America

## Consumer Affairs Department

Page 12 of 12

| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2017 SPORTAGE</u> | <u>Case Number</u> | <u>Mileage</u> |
|------------------|-------------------|------------------------|----------------------|--------------------|----------------|
|                  |                   | KNDPMCAC2H             |                      |                    | 16,125         |
|                  |                   | Prod. Date: 03/17/2017 | 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 updated on 01/31/2019 09:11:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/05/2019 and updated by Alex Villalpando \*\*\*

\*\*\* Note - Others created on 01/31/2019 09:12:24 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando \*\*\*

Please disregards previous entry.

\*\*\* Phone - Call - Inbound commitment updated on 01/31/2019 09:12:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/08/2019 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment updated on 02/08/2019 16:46:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/18/2019 and updated by Alex Villalpando \*\*\*

\*\*\* Phone - Call - Inbound commitment fulfilled on 02/11/2019 09:44:17 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/18/2019 closed by Alex Villalpando \*\*\*

\*\*\* 02/11/2019 09:44:25 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Closed by Alex Villalpando with Resolution Code : Goodwill Issued

[Resolution Summary]

# Kia Motors America

## Consumer Affairs Department

Page 1 of 4

| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2017 SPORTAGE</u> | <u>Case Number</u>   | <u>Mileage</u> |
|------------------|-------------------|------------------------|----------------------|----------------------|----------------|
| [REDACTED]       | [REDACTED]        | KNDPNCACXH             | [REDACTED]           | [REDACTED]           | 1              |
| Liverpool ,      | NY, [REDACTED]    | Prod. Date: 06/23/2016 | Dealer: [REDACTED]   | Fuccillo KIA of Clay |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

### Case History

\*\*\* 07/23/2018 13:40:58 \*\*\*

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

\*\*\* Letter - Letter Received created on 07/23/2018 11:50:13 and created by Jazmin Diaz \*\*\*

NCA rec'd letter from Law Offices of Theresa J. Puleo. Letter states:

1. Please be advised that I have been retained to represent Travco Insurance Company.
2. Based upon our investigation to date, we have determined you may be responsible for the damages resulting from the fire.
3. Travco intends on conducting a final inspection of the garage scene, it is scheduled to take place on 7/26/18.
4. Thank you for your attention.

Attaching to case & dispatching to NCA

\*\*\* 07/23/2018 13:41:21 \*\*\*

Dispatched from WIPBin = Default to Queue National CA by Jazmin Diaz

Reason:

\*\*\* Note - Others created on 07/23/2018 15:07:07 and created by Jazmin Diaz \*\*\*

<For Internal Use Only

Please note: customer owns 2013 & 2017 Sportage. ADL does not reference which Sportage.>

\*\*\* 07/24/2018 08:08:41 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

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

\*\*\* 07/24/2018 08:13:02 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup

Reason:

\*\*\* Phone - Call - Inbound created on 07/24/2018 10:35:23 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Wtr spoke with Michelle Davoli, from law offices:

1. Michelle advised she is unaware
2. gave contact for adjuster Vicky G, [REDACTED]
3. Wtr thanked

call ended

\*\*\* Phone - Call - Inbound created on 07/24/2018 10:42:10 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Wtr LVM for Vicky G, adjuster

\*\*\* Phone - Call - Inbound commitment created on 07/24/2018 10:44:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/31/2018 and created by Gustavo Villela \*\*\*

\*\*\* Phone - Call - Inbound created on 07/25/2018 13:28:56 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Wtr received voicemail from Vicky, with insurance for call back

\*\*\* Phone - Call - Inbound created on 07/25/2018 13:29:16 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Wtr LVM for Vicky, with insurance



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

Page 2 of 4

| Last name   | First name | VIN of      | 2017 SPORTAGE | Case Number | Mileage              |
|-------------|------------|-------------|---------------|-------------|----------------------|
| [REDACTED]  | [REDACTED] | KNDPNCACXH  | [REDACTED]    | [REDACTED]  | 1                    |
| Liverpool , | NY,        | Prod. Date: | 06/23/2016    | Dealer:     | Fuccillo KIA of Clay |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

\*\*\* Phone - Call - Inbound created on 07/26/2018 10:29:41 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Wtr received voicemail from Vicky, with insurance for call back

\*\*\* Phone - Call - Inbound created on 07/26/2018 10:29:51 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Wtr LVM for Vicky, with insurance

\*\*\* Phone - Call - Inbound created on 08/07/2018 09:25:59 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Wtr LVM for Vicky, with insurance: Advised to send info to email

\*\*\* Phone - Call - Inbound commitment fulfilled on 08/07/2018 09:26:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 07/31/2018 closed by Gustavo Villela \*\*\*

\*\*\* Phone - Call - Inbound commitment fulfilled on 08/14/2018 14:07:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/15/2018 closed by Gustavo Villela \*\*\*

\*\*\* Phone - Call - Inbound created on 08/14/2018 14:07:34 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Closing case pending legal handling

\*\*\* Phone - Call - Inbound created on 08/14/2018 14:08:38 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Wtr received email from insurance:

1. "Dear Gus;

I received your voice mail message and I am sending a response per your request.

Below is a list of financials on the claim. The reserve is set at \$400,000 and the Indemnity Net Paid Amount is \$29,369.26.

Attached are two photos of the garage and a rough sketch.

The Mazda and Kia vehicles were in the garage at the time of the fire. We have towed both vehicles to storage.

Hi Michelle,

Please include Gus on correspondence regarding subrogation on this file and invite him to the evidence inspection.

Regards,

Vicky Griswold | Subrogation Professional | SMCU  
Travelers

Hartford, CT



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

Page 3 of 4

| Last name                 | First name | VIN of 2017 SPORTAGE   | Case Number        | Mileage              |
|---------------------------|------------|------------------------|--------------------|----------------------|
| [REDACTED]                | [REDACTED] | KNDPNCACXH [REDACTED]  | [REDACTED]         | 1                    |
| Liverpool, NY, [REDACTED] |            | Prod. Date: 06/23/2016 | Dealer: [REDACTED] | Fuccillo KIA of Clay |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

If further assistance is required, please contact my manager at [REDACTED]travelers.com

From: [REDACTED]@travelers.com [mailto:[REDACTED]@travelers.com]

Sent: Tuesday, August 07, 2018 4:29 PM

To: Griswold, Vicky L [REDACTED]@travelers.com>

Cc: Griswold, Vicky L [REDACTED]@travelers.com>

Subject: [REDACTED] Financial Itemization – Claim Number [REDACTED]

Financials Itemization

Tuesday, August 07, 2018

NOL Insured Information: Claim Number:

[REDACTED]  
LIVERPOOL, NY [REDACTED]

RP Sequence Number:

[REDACTED]  
Responsible Party Information:  
KIA MOTORS

Loss Date: Accident State:

06/16/2018 LIVERPOOL, NY

Summary of Loss:

**Claimant Summary**

| Claimant Number | Name                | Type   | Cov Code | Deductible  | Reduction   | Total Subro Demand |
|-----------------|---------------------|--------|----------|-------------|-------------|--------------------|
| [REDACTED]      | INSD                | PPR    | \$0.00   | \$0.00      | \$10,000.00 |                    |
|                 | AE                  | \$0.00 | \$0.00   | \$19,369.26 |             |                    |
|                 | 001 CMT (SUBTOTAL)  |        | \$0.00   | \$0.00      | \$29,369.26 |                    |
|                 | TOTALS (AMOUNT DUE) |        | \$0.00   | \$0.00      | \$29,369.26 |                    |

**Payment Details**

| Claimant Number | PERS | Auth Id         | Cov Code | Reference  | Seq Nbr     | Transaction Date | Amount     | Payee or             |
|-----------------|------|-----------------|----------|------------|-------------|------------------|------------|----------------------|
| Sold to Name    |      | For Explanation |          |            |             |                  |            |                      |
| 001 THS         | AE   | [REDACTED]      | 036      | 08/01/2018 | \$19,369.26 | ALE SOLUTIONS    | [REDACTED] | CL# [REDACTED] RENTS |
| AS INVOICED     |      |                 |          |            |             |                  |            |                      |
| 001 JLL         | PPR  | [REDACTED]      | 001      | 06/17/2018 | \$10,000.00 | [REDACTED]       | FIRE       | FIRE                 |

Indemnity Net Paid Amount:

\$29,369.26

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# Kia Motors America

## Consumer Affairs Department

Page 4 of 4

| <u>Last name</u> | <u>First name</u> | <u>VIN of</u>          | <u>2017 SPORTAGE</u> | <u>Case Number</u>   | <u>Mileage</u> |
|------------------|-------------------|------------------------|----------------------|----------------------|----------------|
| [REDACTED]       | [REDACTED]        | KNDPNCACXH             | [REDACTED]           | [REDACTED]           | 1              |
| Liverpool ,      | NY, [REDACTED]    | Prod. Date: 06/23/2016 | Dealer: [REDACTED]   | Fuccillo KIA of Clay |                |

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

attachments. Any disclosure, reproduction, distribution or other use of this message or any attachments by an individual or entity other than the intended recipient is prohibited.

TRVDiscDefault: [REDACTED] "

\*\*\* Phone - Call - Inbound created on 08/14/2018 14:10:49 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela \*\*\*

Closing case pending legal handling

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

Closed by Gustavo Villela with Resolution Code : Legal Handling

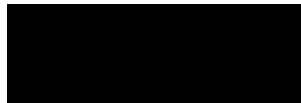
[Resolution Summary]

Closing case pending legal handling

PE19-004

KIA

DEFECT D  
CA FILES  
SPORTAGE

































































| RAC   | Contract Ty... | Year | VIN                   | S... | Incentive from ... | Invoice Amount | NRA Amount |
|-------|----------------|------|-----------------------|------|--------------------|----------------|------------|
| AVISR | R              | 2017 | KNDPMCAC2H [REDACTED] | 4    | 150.00             | 23,786.00      | 1,500.00   |







5) LIGHT TRUCK, CAR &  
MOTORCYCLE TOWING  
STORAGE COMPOUND  
24 HOUR  
TOWING SERVICE  
EQUIPMENT MOVING

Phone Visa

OT

P.C. Singh

OPP. Burlington

11/15

DATE April 17/18

NUMBER

ILEAGE

TIME

-OPEN  
-CLOSED

A.M.  
P.M.

11ics Buat

4048

1 360.00  
4048 200.00  
2 Hour

X4 156.00

Huge 200.00

SUBTOTAL

Tax 9.16

Tax 119.08

TOTAL 335.08

3UF SENT

2MAY17

31MAY19

31MAY18

24MAY19

3APR18

IS- TRBK

DE

CA

HC

MIL

WA

TOV

STR

STC

EXT

AFT

☐ NO

☐ KEYS IN CAR

TERMS: Interest will be charged at the rate of 2% per month (24% per annum) on overdue accounts. Management regrets that no responsibility can be assumed for loss or damage resulting from emergency road service. Due on receipt.

We are not responsible for any damage during the event of a lock-out or after a lock-out. Not responsible for lost items in pound.

WHITE - CUSTOMER'S  
YELLOW - CUSTOMER'S  
PINK - FILE

76 RT0001



23965 ONTARIO INC.

TOWING INC. (Doris)

LIGHT TRUCK, CAR &  
MOTORCYCLE TOWING  
STORAGE COMPOUND  
24 HOUR  
TOWING SERVICE  
EQUIPMENT MOVING

1111 SERVICE RD. W.  
OAKVILLE, ONTARIO L6K 3S1  
905-849-1010 (OAKVILLE)  
905-319-0911 (BURLINGTON)

INVOICE

NAME AVIS over Phone Visa

ADDRESS DEFW Ford Drive

IN TROUBLE AT DATE April 17/18

|                                                                                                                                                             |                              |                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------------------------|
| MAKE<br><u>Ford</u>                                                                                                                                         | P.O. NUMBER                  |                              |
| UNIT NUMBER                                                                                                                                                 | TOW TRUCK NUMBER<br><u>4</u> | DRIVER'S NAME<br><u>Mike</u> |
| MILEAGE<br>-OPEN<br>-CLOSED                                                                                                                                 |                              | TIME<br>A.M.<br>P.M.         |
| DESCRIPTION OF CALL:<br><u>Car Fire Dollies Burnt</u>                                                                                                       |                              |                              |
| CASH <input type="checkbox"/> CHEQUE <input type="checkbox"/> VISA <input type="checkbox"/> CHARGE <input type="checkbox"/> CREDIT <input type="checkbox"/> |                              |                              |
| HOOK UP                                                                                                                                                     |                              |                              |
| MILEAGE CHARGE <u>01/21 AVIS</u>                                                                                                                            |                              |                              |
| WAITING CHARGE <u>Hook up 360.00</u>                                                                                                                        |                              |                              |
| TOWED DESTINATION: <u>on to AVIS</u>                                                                                                                        |                              |                              |
| <u>Waiting 2 Hours 200.00</u>                                                                                                                               |                              |                              |
| <u>Gas leaking</u>                                                                                                                                          |                              |                              |
| STORAGE: <input type="checkbox"/> Inside for _____ days @ \$100.00/day                                                                                      |                              |                              |
| STORAGE: <input type="checkbox"/> Outside for _____ days @ \$ _____ /day                                                                                    |                              |                              |
| EXTRA SERVICES: <u>Tow To</u>                                                                                                                               |                              |                              |
| AFTER HOURS RELEASE - \$100.00                                                                                                                              |                              |                              |
| <u>AVIS 39X4 156.00</u>                                                                                                                                     |                              |                              |
| <u>Clean up Hage 260.00</u>                                                                                                                                 |                              |                              |
| <u>2 Guys Dig up 916.00</u>                                                                                                                                 |                              |                              |
| SUBTOTAL <u>119.08</u>                                                                                                                                      |                              |                              |
| TOTAL <u>119.08</u>                                                                                                                                         |                              |                              |

TERMS: Interest will be charged at the rate of 2% per month (24% per annum) on overdue accounts. Management regrets that no responsibility can be assumed for loss or damage resulting from emergency road service. Due on receipt.

We are not responsible for any damage during the event of a lock-out or after a lock-out. Not responsible for lost items in pound.

WHITE - CUSTOMER'S  
YELLOW - CUSTOMER'S  
PINK - FILE

03213

11/15

3UF SENT  
02MAY17  
01MAY19  
01MAY18  
04MAY19

3APR18

0001

STATE OF FLORIDA  
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES  
DIVISION OF MOTORIST SERVICES  
Neil Kirkman Building • Tallahassee, Florida 32399

T# [REDACTED]  
B# [REDACTED]

# CERTIFICATE OF DESTRUCTION

## VEHICLE/VESSEL DESCRIPTION

|                                                               |              |             |       |                    |                                               |
|---------------------------------------------------------------|--------------|-------------|-------|--------------------|-----------------------------------------------|
| Vehicle/Vessel Identification Number<br>KNDPMCAC2H [REDACTED] | Year<br>2017 | Make<br>KIA | Model | Body<br>UT         | Florida Title or Florida Number<br>[REDACTED] |
| ODOMETER STATUS<br>16,137 MILES 05/17/18 ACTUAL MILEAGE       |              |             |       | TYPE OF TOW<br>PVT | DATE OF ISSUE<br>06/04/2018                   |

OWNER (TOW/INSURANCE COMPANY):

PV HOLDING CORP

ORLANDO, FL [REDACTED]

NOTE: When a Certificate of Destruction has been issued, the Department will refuse issuance of any Certificate of Title for that vehicle/vessel.

**FIRST ASSIGNMENT** For value received, this vehicle/vessel described above is certified, under penalties of perjury, to be free of all liens and is hereby transferred to:

Buyer's Name: Kirt Motors America, Inc Buyer's Sales Tax Registration #: \_\_\_\_\_  
Buyer's Address: \_\_\_\_\_  
Street City Zip  
Seller's Company Name: PV HOLDING CORP Seller's Signature: [REDACTED]  
Seller's Printed Name: SHAWN LEN TALANERA Sales Tax Reg. No.: \_\_\_\_\_  
Date of Sale: \_\_\_\_\_ Selling Price: \$ \_\_\_\_\_ Sales Tax Collected: \$ \_\_\_\_\_

Pursuant to s. 713.78(11)(a), F.S., the entity listed below in the Second Reassignment must dismantle or destroy the vehicle.

**SECOND ASSIGNMENT** For value received, this vehicle/vessel described above is certified, under penalties of perjury, to be free of all liens and is hereby transferred to:

Buyer's Name: \_\_\_\_\_ Buyer's Sales Tax Registration #: \_\_\_\_\_  
Buyer's Address: \_\_\_\_\_  
Street City State Zip  
Seller's Company Name: \_\_\_\_\_ Seller's Signature: \_\_\_\_\_  
Seller's Printed Name: \_\_\_\_\_ Sales Tax Reg. No.: \_\_\_\_\_  
Date of Sale: \_\_\_\_\_ Selling Price: \$ \_\_\_\_\_ Sales Tax Collected: \$ \_\_\_\_\_

## CERTIFICATE OF DESTRUCTION

Under penalties of perjury, I hereby certify that the vehicle/vessel described above has been destroyed by crushing, dismantling or cutting into several sections.  
I understand this form is to be kept in my files for three (3) years.

Company Name: \_\_\_\_\_ Date: \_\_\_\_\_

Agent's Printed Name: \_\_\_\_\_ Agent's Signature: \_\_\_\_\_

NOTE: Please Print or Type. If buyer has Tax Registration Number, the Selling Price and Sales Tax Collected blocks are not applicable.

Original - Issued to Tow/Insurance Company, but transferred and given to new owner

Copy - Tow/Insurance Company

PE19-004

KIA

DEFECT D  
CA FILES  
SPORTAGE





# Law Offices of Theresa J. Puleo

Michelle M. Davoli, Esq.

Attorney at Law

Direct Dial [REDACTED]

Mailing Address:

[REDACTED]  
Hartford, CT [REDACTED]

Physical Address:

Salina Meadows Office Park

[REDACTED]  
Syracuse, NY

Writer's email Address:  
[mdavoli@travelers.com](mailto:mdavoli@travelers.com)

E-service email Address:  
[TJPLaw1@travelers.com](mailto:TJPLaw1@travelers.com)

Telephone [REDACTED]

Facsimile [REDACTED]

July 9, 2018

**RECEIVED**

**VIA CERTIFIED MAIL**

JUL 18 2018

Kenmore/Sears Holdings Corporation

[REDACTED]  
Hoffman Estates, Illinois, [REDACTED]

Kia Motors America

[REDACTED]  
Irvine, California [REDACTED]

**CONSUMER AFFAIRS**

Sears Roebuck & Co.

[REDACTED]  
Mobile, Alabama [REDACTED]

Two Guys Auto Service, LLC

[REDACTED]  
Syracuse, New York [REDACTED]

RE: Insured: [REDACTED]

Claim No.: [REDACTED]

Policy No.: [REDACTED]

Date of Loss: June 16, 2018

Loss Location: [REDACTED] Liverpool, New York

To Whom It May Concern:

Please be advised that I have been retained to represent Travco Insurance Company, as the insurer for [REDACTED] in the above referenced investigation. Please be advised that Travco's insured, [REDACTED] sustained significant property damage on June 16, 2018 as the result of a fire that originated in her garage. Based upon our investigation to date, we have determined you may be responsible for the damages resulting from the fire. Our investigation remains ongoing.

Please forward this letter to your insurance carrier as soon as possible and request that your carrier contact me. Failure to notify your carrier may jeopardize your coverage under your policy.

Travco intends on conducting a final inspection of the garage scene, prior to the moving the Kia Sportage and Mazda Miata from the garage to be preserved and stored at an off-site location for destructive testing at a later date. **The final garage site inspection is scheduled to take place on July 26, 2018. The garage will not be available for a site inspection after this date.** If you or your liability carrier is interested in inspecting the scene in its current condition, please contact me prior to July 26, 2018 to confirm your attendance.

Thank you for your attention to this matter.





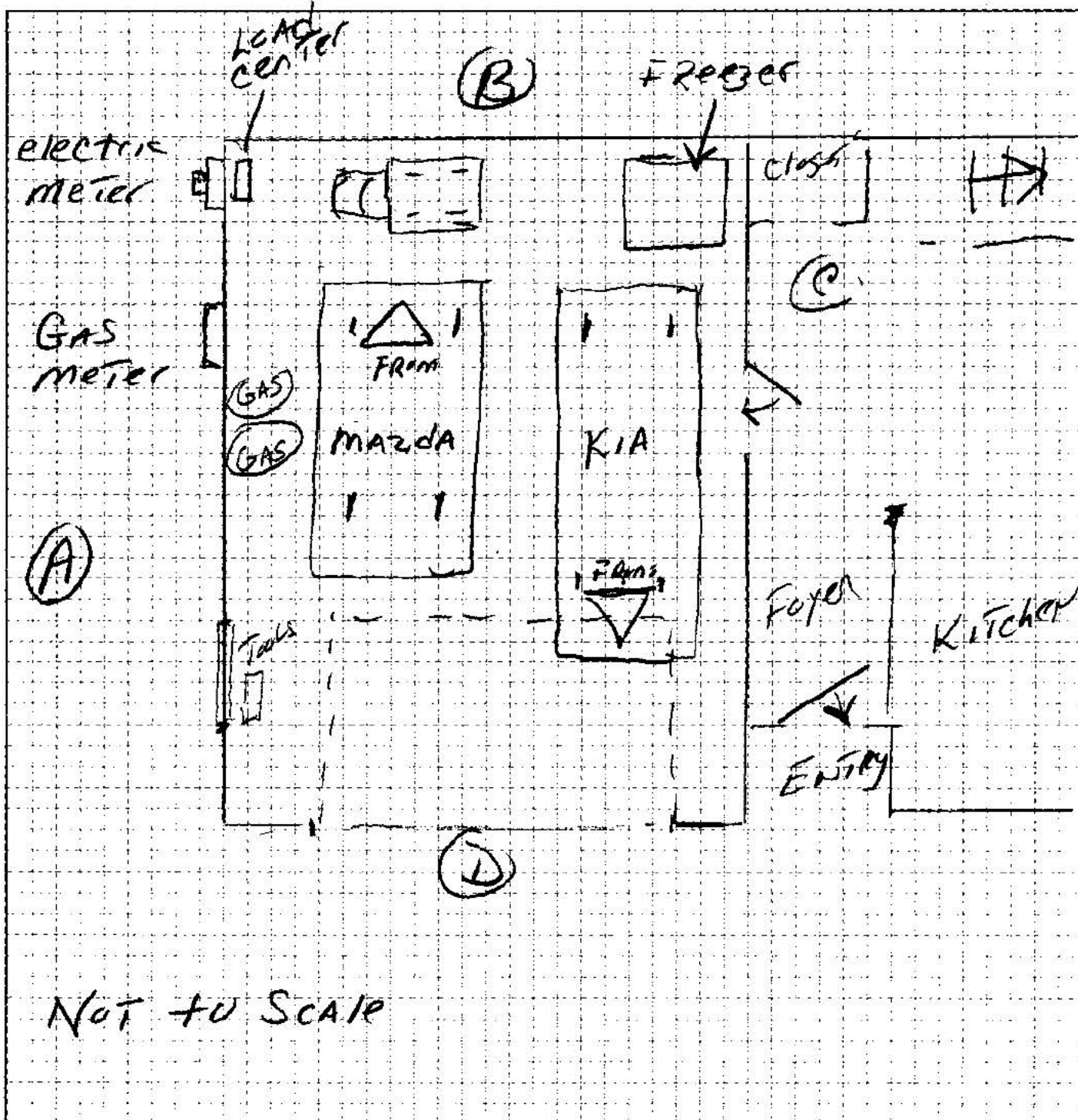
[REDACTED]  
Michelle M. Davon

cc: Stephen G. Pesarchick, Esq. (Sugarman Law Firm)  
Utica National (*via email*, [K.Doremus-Green@uticanational.com](mailto:K.Doremus-Green@uticanational.com))  
Fucillo Kia [REDACTED] Liverpool, New York [REDACTED]  
Mazda North American Operations (*via email*, [jfraust1@mazdausa.com](mailto:jfraust1@mazdausa.com))

Travelers Investigative Services  
Fire Unit

SKETCH SHEET

|                                 |                            |
|---------------------------------|----------------------------|
| DATE<br>6-7-81                  | CLAIM NUMBER<br>[REDACTED] |
| SUBMITTER NAME<br>C. [REDACTED] |                            |
| INSURED NAME<br>[REDACTED]      |                            |



This is a preliminary draft of field sketch and not a formal sketch. Each scene requires individual collection of facts and data, and a continuing investigation may result in the revision of an investigator's opinions and conclusions. This document is not intended to waive any rights and may be considered privileged and confidential.





