

9-3-05

10139901

DEAR STASSI

I have Purchased <sup>2005 OCT -6 AM 4:44</sup> a 2000 KIA Sportage  
From Empire Toyota Dealer in 2003, It had on  
it 41,478 MILES, it now has 44,615 8/08/05  
it only has BEEN DRIVEN 3137 MILES SINCE I  
Purchased it, 2000 MILES OF THAT QUOTE, WAS  
DRIVEN TO TOYOTA FOR REPAIRS (NOW I HAVE A RUSTED  
GAS TANK + FUEL PUMP IS BAD. SO REPAIR SERVICE  
MGR. HAS STATED TO ME THAT TOYOTA DOES NOT DO  
ANymore REPAIRS ON KIA AUTO'S LEAVING ME UP THE  
AIR FOR REPAIRS. I HAVE HERE ALL BILLS THAT I  
HAD DONE TO SAID VEHICLE, & ALSO HAVE HERE A KIA  
AUTO LONG HAUL REPAIR SHEET

MY QUESTION IS IF I FIX SAID PROBLEM, CAN  
I GET REIMBURSED FOR MY MONEY'S FOR PAID  
BILLS - I ALSO HAVE HERE ESTIMATE OF REPAIR BILL.  
I'VE SPOKEN TO KIA PEOPLE BY PHONE AND  
JUST KEPT BEING FROM ONE PERSON TO ANOTHER  
I WROTE LETTER TO KIA MOTOR AMER INC.

@ IRVINE, CA. & HAVE GOTTEN NO RESPONSE

I WOULD LIKE VERY MUCH TO HEAR FROM  
YOU PEOPLE IF ANYTHING CAN BE ACCOMPLISHED

THANK YOU.

YOURS TRUKEY

MARGARET VILLE

NY

Heard  
10/1/05

08/23/2005 at 09:24 AM  
76887

Job Number: 1082

**THETFORD'S AUTO CENTER**  
License #:R7086287 Federal ID #:16-159002  
3 KEITH STREET  
ONEONTA, NY 13820  
(607)433-0319 Fax: (607)433-7621

**PRELIMINARY ESTIMATE**

Written By: THOMAS THETFORD  
Adjuster:

Insured: [REDACTED]  
Owner: [REDACTED]  
Address:

Claim #  
Policy #  
Deductible:  
Date of Loss:  
Type of Loss:  
Point of Impact:

Day:  
Evening:

Inspect  
Location:

Insurance  
Company:

Days to Repair

2000 KIA SPORTAGE 4X4 4-2.0L-FI 4D UTV Int:  
VIN: KNDJA7236Y5 [REDACTED] Lic:

Prod Date:

Odometer:

Rear Defogger	Tilt Wheel	Intermittent Wipers
Theft Deterrent/Alarm	Dual Mirrors	Clear Coat Paint
Power Steering	Power Brakes	Power Windows
Power Locks	Power Mirrors	Driver Air Bag
Passenger Air Bag	Cloth Seats	Bucket Seats
Aluminum/Alloy Wheels	Locking Wheels	

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FUEL SYSTEM					
2	Repl	Fuel tank assy 4 door	1	205.80	m	1.5	
3	Repl	Tank shield	1	124.65		Incl.	
4	Repl	Fuel pump assy	1	331.66	m	Incl.	
5	Repl	Connector hose 4 door	1	19.20			
6	Repl	Vent hose 4 door	1	7.85			
7	Repl	Gauge unit 4 door	1	43.50			
8	Repl	Hose #1	1	5.40			
9	Repl	Hose #2 4 door	1	17.20			
10#		CORROSION PROTECTION	1	10.00	T		
11#		UNDERCOAT	1	20.00			
Subtotals ==>				785.26		1.5	0.0

*600/TAK*

*DETECTION*

08/23/2005 at 09:24 AM  
76887

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**PRELIMINARY ESTIMATE**

2000 KIA SPORTAGE 4X4 4-2.0L-FI 4D UTV Int:

Parts		775.26
Body Labor	1.5 hrs @ \$ 45.00/hr	67.50
Sublet/Misc.		10.00
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SUBTOTAL		\$ 852.76
Sales Tax	\$ 852.76 @ 8.0000%	68.22
-----		
GRAND TOTAL		\$ 920.98
ADJUSTMENTS:		
Deductible		0.00
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CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 920.98

THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE FOUND AFTER THE WORK HAS BEEN STARTED. OCCASIONALLY WORN OR DAMAGED PARTS MAY BE DISCOVERED WHICH WERE NOT EVIDENT ON FIRST INSPECTION. PARTS PRICES ARE CURRENT AND SUBJECT TO CHANGE.

I HEREBY AUTHORIZE THETFORD'S TO REPAIR MY VEHICLE AS PER THIS ESTIMATE:

## Kia Long Haul Warranty Program\*\*

Introducing Kia's Long Haul Warranty Program. We are so confident in the quality of our vehicles that we are offering you the best warranty in Kia history. We offer basic limited warranty, roadside assistance, travel protection and anti-perforation coverage for 5 years or 60,000 miles, whichever occurs first. The powertrain limited coverage is 10 years or 100,000 miles, whichever occurs first. We are sure you'll agree there has never been a better time to buy a Kia.

**Peace of Mind** The Kia Long Haul Warranty Program covers repairs made to precise Kia standards and requirements. You can rest easy knowing your vehicle is in the skillful hands of Kia trained service technicians at your authorized Kia dealer, or from our network of Alternate Service Locations (ASL).

**Shield Against Unexpected Repair Bills** The extended protection of the Kia Long Haul Warranty Program gives Kia owners an added safeguard against unforeseen service and repairs. You'll have many extra miles of worry-free driving down the road.

If you have questions, see your Kia salesperson for all the details.

Kia LONG HAUL WARRANTY PROGRAM	
Coverage	Kia Long Haul Warranty Program
Powertrain	10 years or 100,000 miles* ←
Basic	5 years or 60,000 miles
Anti-Perforation	5 years or 100,000 miles ← defect in workmanship & material only
Roadside Assistance	5 years or 60,000 miles
Safety Restraint	5 years or 60,000 miles
Towing Coverage	5 years or 60,000 miles NOT environmental
Travel Protection	5 years or 60,000 miles

Covers all Kias sold after 7/9/2000.

Limitations of Coverage 1-800-225-3217 Kia Hotline Warranty

→ \* Original owner 120 months or 100,000 miles (whichever occurs first) second and subsequent owner(s) 60 months or 60,000 miles (whichever occurs first). 1-800-333-4542 \*

\*\* This is a limited warranty. Specific coverages, exceptions, terms, conditions and limitations of the Basic and Powertrain Limited Warranties are described in the Kia Warranty and Consumer Information Manual and Addendum. Powertrain Limited Warranty does not cover vehicles in commercial use. Terms, conditions and limitations of the Roadside Assistance Trip Interruption programs are described in the Kia Owner's Manual. Trip Interruption benefits available only for warranty-related disablements that occur over 150 miles from home, with a maximum benefit of \$300 per incident. Subject to legal restrictions in certain states. See your dealer for details.

after 7/9/00 - 12/02 (OK to transfer) 10/00 to immediate family member - child or spouse  
 1/03 - 10/02 never transferable

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).