

CL-10237136-1952

NHTSA #: ES08-004899
XREF #:
Delivery: REG

Rec'd Date: 7/29/2008
Doc Type: CNG
Address To: NOA010

Referred By: NPO-011
Doc Date: 7/22/2008
Due Date: 8/7/2008

S10 #:

DOT/I #:

RMP #:

**Subject: LTR FROM [REDACTED] (NC) COMPLAINT AND DEMAND FOR ACTION RE
HER 2006 KIA SEDONA WHICH WITHOUT WARNING SHUT-DOWN DUE TO A CATASTROPHIC ENGINE
FAILURE; REPLY ATTN: ESTHER CLARK/RALEIGH OFFICE; ENTIRE PACKAGE NOT IMAGED FWD TO
NVS-200**

Ack Date:
Sign Office: DEPUTY
ADMINISTRATOR

Ack By:
Signature: JAMES F. PORTS, JR.

Signed For:

Cleared Date:
File Loc:
Added By: SHARRIS x62534

Cleared By:
XREF File:
Modified By: SANDRA.HARRIS

Cleared For:
Closed Date:

Most Recent Comment:

Author:

The Honorable ELIZABETH DOLE
UNITED STATES SENATE

WASHINGTON, DC 20510
Tel: 202-224-6342 Fax: 202-224-1100 E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	7/29/2008	8/7/2008	
NVS-010	INFORMATION	7/29/2008		7/29/2008
NIA-110	INFORMATION	7/29/2008		7/29/2008
NOA02	INFORMATION	7/29/2008		7/29/2008
NOA-010	INFORMATION	7/29/2008		7/29/2008

Vertical stamp: JUL 29 2008 10:33 AM

Vertical stamp: 2008 JUL 30 AM 10:31

Handwritten: NMA 10:33 07/29/08 NJ

ELIZABETH DOLE
NORTH CAROLINA

555 DIRKSEN SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-6342
FAX: (202) 224-1100

United States Senate

WASHINGTON, DC 20510-3307

COMMITTEES:
ARMED SERVICES
BANKING, HOUSING, AND
URBAN AFFAIRS
SMALL BUSINESS AND
ENTREPRENEURSHIP
SPECIAL COMMITTEE ON AGING

July 22, 2008

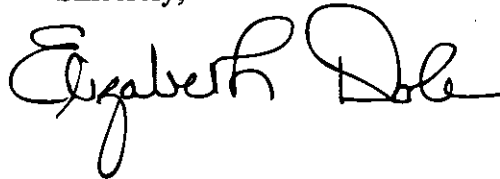
Dr. Jeffrey W. Runge
Administrator
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590-0001

Dear Dr. Runge:

One of my constituents has written to me requesting assistance from your agency. Please review the attached information regarding [REDACTED] Castle Hayne, NC [REDACTED]

Please give [REDACTED] concerns all due consideration and report your findings to Esther Clark in my Raleigh office, 310 New Bern Avenue, Suite 122, Raleigh, North Carolina 27601.

Sincerely,



ED/emc

EXECUTIVE SECRETARIAT
7/26/08 10:06 AM
TRAFFIC SAFETY ADMIN.

GREENVILLE OFFICE:
306 SOUTH EVANS STREET
GREENVILLE, NC 27858
(252) 329-1093
FAX: (252) 329-1097

HENDERSONVILLE OFFICE:
401 NORTH MAIN STREET
SUITE 200
HENDERSONVILLE, NC 28792
(828) 698-3747
FAX: (828) 698-1267

RALEIGH OFFICE:
310 NEW BERN AVENUE
SUITE 122
RALEIGH, NC 27601
(919) 866-4830
FAX: (919) 856-4053
TOLL FREE: 866-420-6083

SALISBURY OFFICE:
225 NORTH MAIN STREET
SUITE 304
SALISBURY, NC 28144
(704) 633-5011
FAX: (704) 633-2937
TOLL FREE: 866-420-6084

ES08-004899

Consumer Assistance Center
Kia Motors of America, Inc.
9801 Muirlands Blvd.
P.O. Box 52410
Irvine, CA 92619-2410

COMPLAINT AND DEMAND FOR ACTION

Factual Background

I, [REDACTED], on November 11, 2006, did purchase a 2006 Kia Sedona LX, VIN# KNDMB233766 [REDACTED], for the price of \$18,990.00, from Stevenson Mazda-Kia, located in Wilmington, North Carolina. At the time of purchase of the pre-owned vehicle, the odometer reading was 21,201 Miles. Also on November 11, 2006, I purchased a Vehicle Service Agreement from Greentree Protection for an extended warranty; their Greentree Protection Complete Warranty.

On Thursday, June 5, 2008, I was driving my 2006 Kia Sedona LX and had just entered an intersection on a public roadway and began executing a left turn in front of oncoming traffic when, without warning, it seized-up and shut down due to a catastrophic engine failure. The safety of myself, my daughter and other persons on the public roadway were put in jeopardy creating a significant risk of personal injury because of the catastrophic engine failure.

After the engine failure, the 2006 Kia Sedona LX did not restart and it was subsequently towed to the Stevenson Mazda-Kia service facility. At the time of the catastrophic engine failure the odometer registered at 46,536 miles. Mike Cooke, Service Advisor, informed me that due to sludge build-up, the engine was blown and a new engine was necessary. The expenditure for the purported repairs including labor, a new engine, an allowance for miscellaneous fees or charges, and tax was estimated to be \$12,516.30. He also said if the new engine were to be installed by an Authorized Kia Dealer, it would be warranted for the remainder of the Kia Manufacturer's Factory Warranty; approximately 13,464 miles. I sought warranty coverage from Kia Motors America, Inc. and, or, Stevenson Mazda-Kia for these repairs. Kia Motors America, Inc. and, or, Stevenson Mazda-Kia, denied me warranty coverage.

I requested a courtesy purchase order for a rental vehicle while I tried to figure out what my next steps would be. I explained to Mike Cooke that I would like to rent at their much lower rate so that I could be upgraded to at least a full size car. I also assured him that I would reimburse them for the charge(s) as I had on March 14, 2008, less than three months ago. He said that they were only allowed to provide a purchase order as a customer courtesy if the customer's vehicle was being repaired under warranty. I asked him to refer to third item, page 1, of the March 14, 2008 invoice, wherein a purchase order for a \$30.00 rental sublet was charged under a vendor invoice. I reiterated that the complete front brake job and installation of two new tires had not been performed under warranty. At my insistence, Mike verified the policy with the Service Manager.

Given that I purchased my vehicle from their dealership and had just received the devastating news of the need for a new engine, I was taken aback and in utter disbelief that I was being treated in such a callous and disturbing manner. Needless to say, my daughter and I left without the requested purchase order. Customer service? I think not!

Through various forms of mass-and-directed media such as television, print ads, brochures, Internet, on-site brochures, promotional documents, catalogues, and product labeling, Stevenson Mazda-Kia and, or, Kia Motors America, Inc. has marketed, advertised and warranted that each vehicle sold is fit for the ordinary purpose for which such vehicles are used and that the vehicles are free from defects in materials and workmanship.

During the relevant time period, Kia Motors America, Inc. and, or, Stevenson Mazda-Kia expressly warranted, in the vehicle's product guide and in other documents, that since the balance of the factory warranty period of 60 months / 60,000 miles had not yet expired, all components of the Kia vehicle are covered and that an authorized Kia Dealer will make necessary repairs to correct any problem covered by the limited warranty, without charge to myself, that failed due to a defect in materials or workmanship.

Kia Motors America, Inc. expressly warranted the Power Train during the balance of the manufacturer's original factory warranty period of 60 months / 60,000 miles.

Kia Motors America, Inc. and, or, Stevenson Mazda-Kia recommend changing the oil and filter in the vehicle every 7,500 miles or 12 months for normal driving conditions. I have faithfully had this service performed for the reasonable and necessary maintenance of my vehicle in accordance with the scheduled maintenance service charts and documented the same in my Vehicle Expense Record book.

On December 20, 2006, I brought my 2006 Kia Sedona LX with an odometer reading of 22,911 miles, to Stevenson Mazda-Kia for a brake inspection as the brakes were vibrating and pulling to the right while driving. The brakes were resurfaced free of charge as a goodwill gesture authorized by Pat Kaballa. A Mazda Full Circle Service Inspection was performed and I was given the white copy of the Full Circle Service Report Card. My vehicle was there for two days and the odometer reading was 22,923 when I retrieved it. The next recommended service was a LOF at 26,673 miles. If I had the service performed at 26,673, it would have only been 5,472 miles since I purchased the vehicle, and not the 7,500 miles in accordance with the scheduled maintenance service charts.

Approximately five months later on May 23, 2007, I brought the 2006 Kia Sedona LX, with the odometer reading of 29,267 miles, in and had the 30,000-mile service performed with the oil, filter, and cartridge change.

Then about six months later on November 19, 2007, I brought the 2006 Kia Sedona LX, with the odometer reading of 36,977 miles, in to have the brakes inspected again, as they were noisy, and vibrating and grabbing. The inspection was performed and it was recommended for the front brakes to be replaced, 4 tires, oil change, alignment, air filter, and transmission fluid flush. The next recommended service was the 37,500-mile service.

The following week on November 26, 2007, I brought the 2006 Kia Sedona LX, with the odometer reading of 37,259 miles, to a friend of mine and had the 37,500-mile service performed with the oil, filter, and cartridge change and tire rotation. My friend did not charge me a monetary sum for the services he performed.

On March 14, 2008, the 2006 Kia Sedona LX, with the odometer reading of 42,723 miles, was towed to the Stevens Mazda-Kia dealership for replacement of the front brakes, rotors, and calipers and the installation of two new tires. Four warranty items previously ordered November 19, 2007, were also replaced, however, the transmission input sensor was not replaced or reordered and I'm not sure why. My vehicle was there for 2-3 days and the odometer reading was 42,727 miles when I retrieved it. I loyally paid a total of \$1,178.17 of my hard-earned money to the dealership where I purchased the vehicle; although it would have been much less expensive to have the services performed anywhere other than the dealership. By far and above, the majority of funds expended for reasonable and necessary maintenance for my vehicle, has been paid to Stevenson Mazda-Kia. The next recommended service was for the tires to be rotated around the end of August 2008, with an estimated odometer reading of 50,227 miles. There were no other service recommendations at the time.

Approximately a month and a half later on April 29, 2008, I brought the 2006 Kia Sedona LX, with the odometer reading of 44,882 miles, to a friend of mine and had the 45,000-mile service performed with the oil, filter and cartridge change. My friend did not charge me a monetary sum for the services he performed.

Less than 3 months after the VERY expensive repair service of March 14, 2008 and less than 4,000 miles later, on June 5, 2008, the 2006 Kia Sedona LX, with the odometer reading of 46,536 miles, seized up and shut down due to a catastrophic engine failure.

Stevenson Mazda-Kia had not even recommended the next service after the March 14, 2008 repairs, until well over 50,000 miles or approximately at the end of August 2008. I did, however, have the 45,000-mile service performed in accordance with the scheduled maintenance service charts, even though a Mazda Full Circle Service Inspection had not been performed and the only service recommendation had been for rotation of the tires.

I have exercised all due diligence that would reasonably be expected of a consumer in the context of purchasing a vehicle and in the reasonable and necessary maintenance of said vehicle. I believed I had adequately protected myself by buying a certified vehicle from Stevenson Mazda-Kia with almost two thirds of the manufacturer's factory warranty still left on it and I even bought an extended warranty.

Notwithstanding the exercise of due diligence, I could not reasonably have been expected to learn or discover the fact that I was deceived, and that material information concerning the history of the vehicle was concealed from me.

On or about Tuesday, June 10, 2008, Mike Cooke, Service Advisor with Stevenson Mazda-Kia, with permission, allowed me to read an email between Joe Porter, Service Manager with Stevenson Mazda-Kia and Paul Stapleton, District 11 Parts and Service Manager with Kia Motors America, Inc. Upon reading the email, I discovered that my vehicle had been a fleet vehicle. I researched a little further on my own, discovering that it had also been a rental vehicle, a leased vehicle and a repossession prior to being sold at auction on November 01, 2006.

I don't know what, if any, scheduled maintenance was performed during the first 21,201 miles, but I definitely know what reasonable and necessary maintenance has been performed

since then. My inadvertent discovery of the ownership and, or, use history of the 2006 Kia Sedona LX, has put serious doubts and questions in my mind as to the condition of the vehicle when it was sold to me.

Breach of Express Warranty

I have entered into certain written warranty agreements with Kia Motors America, Inc. Pursuant to the express warranty, Kia Motors America, Inc. and, or, Stevenson Mazda-Kia are obligated to repair and, or, service any defects or problems with my vehicle that I experienced. In exchange for these duties and obligations, Kia Motors America, Inc. and, or, Stevenson Mazda-Kia received payment of the purchase price for the 2006 Kia Sedona LX.

Moreover the various forms of media and, or, marketing were, and are, affirmations of fact and, or, promises with regard to the performance and quality of those vehicles. These advertisements, and other similar representations, formed, in whole or in part, the basis of the bargain as between Kia Motors America, Inc. and, or, Stevenson Mazda-Kia and myself, and constituted express warranties that the vehicle would conform thereto. As described above, my vehicle has not conformed to these warranties, representations, models and, or, samples.

The express warranties provided to me were limited to the remaining balance of the 60 month / 60,000-mile (Basic Warranty), and 60 month / 60,000-mile (Powertrain Warranty). Kia Motors America, Inc. and, or, Stevenson Mazda-Kia also sold a vehicle service extended warranty to me. (collectively, the "Warranties").

I have sought repairs and, or, reimbursement pursuant to the Warranties. Kia Motors America, Inc. and, or, Stevenson Mazda-Kia have denied my claim and refused to repair or replace the engine or otherwise reimburse me for my out-of-pocket expenses. This is unconscionable and wholly unacceptable.

As a result of the foregoing, I have suffered damages that were directly and proximately caused by Kia Motors America, Inc. and, or, Stevenson Mazda-Kia 's conduct and by the defective vehicle and it's engine.

Breach of Implied Warranty of Merchantability

Kia Motors America, Inc. and, or, Stevenson Mazda-Kia impliedly represented and warranted that the vehicle was merchantable. Kia Motors America, Inc. and, or, Stevenson Mazda-Kia breached this implied warranty because the engine was not of merchantable quality at the time of sale.

As a result of the foregoing, I have suffered damages that were directly and proximately caused by Kia Motors America, Inc. and, or, Stevenson Mazda-Kia's conduct and by the defective vehicle and it's engine.

Magnuson-Moss Warranty Act **(Public Law 93-637)**

Kia Motors America, Inc., and, or, Stevenson Mazda-Kia violated the Magnuson-Moss Warranty Act in that it breached the written warranty given with the vehicle at the time of sale.

Kia Motors America, Inc. and, or, Stevenson Mazda-Kia further violated the Magnuson-Moss Warranty Act in that it breached the implied warranty of merchantability given with the vehicle.

Kia Motors America, Inc. and, or, Stevenson Mazda-Kia further violated the Magnuson-Moss Warranty Act in that it breached the service contract given with the vehicle.

Kia Motors America, Inc. and, or, Stevenson Mazda-Kia's violation of one or more provisions of the Magnuson-Moss Warranty Act has resulted in damages to me.

As a result of the foregoing, I have suffered damages that were directly and proximately caused by Kia Motors America, Inc. and, or, Stevenson Mazda-Kia's conduct and by the defective vehicle and it's engine.

Unfair and Deceptive Trade Practices

Kia Motors America, Inc. and, or, Stevenson Mazda-Kia's practices and course of conduct, as described above, were intended to induce, and did induce, me to purchase a 2006 Kia Sedona LX vehicle with a defective engine. Kia Motors America, Inc. and, or, Stevenson Mazda-Kia's practices, acts, policies and course of conduct violated North Carolina's Unfair Trade Practices Act, N.C.G.S., Sec. et seq, in that:

Kia Motors America, Inc. and, or, Stevenson Mazda-Kia actively and knowingly misrepresented to me at the time of purchase that the vehicle, including the engine of said vehicle, was in good working order, not defective and fit for it's intended purpose;

Kia Motors America, Inc. and, or, Stevenson Mazda-Kia actively and knowingly deceived me in that material information concerning the history of the vehicle was concealed from me;

Kia Motors America, Inc. and, or, Stevenson Mazda-Kia actively and knowingly misrepresented on all of the transaction's documentation, the agreed upon sales price of the vehicle;

As a result, I have been damaged and have suffered ascertainable loss in that I, among other things, have expended or am being forced to expend sums of money to repair and, or, replace the engine in the 2006 Kia Sedona LX, rent a vehicle for my family's use during the time when the engine in the 2006 Kia Sedona LX, is sold at a fraction of the current market value of a 2006 Kia Sedona LX, if the engine had performed as expected, or if the engine is not repaired or replaced, the vehicle could only be sold at best, for salvage value.

Negligence

The vehicle was defectively designed and was unreasonably dangerous in that the catastrophic failure of the engine due to sludge build-up, and, thus, increased the likelihood and significant risk of personal injury due to a vehicular accident.

At the time Kia Motors America, Inc. and, or, Stevenson Mazda-Kia sold the 2006 Kia Sedona LX to me, they were aware, or reasonably should have been aware, of the foreseeable risk associated with the use of the vehicle.

Kia Motors America, Inc. and, or, Stevenson Mazda-Kia had a duty to disclose to me, a member of the consuming public, the foreseeable risks associated with the use of the 2006 Kia Sedona LX. Kia Motors America, Inc. and, or, Stevenson Mazda-Kia further had a duty not to put defective and dangerous products on the market.

Kia Motors America, Inc. and, or, Stevenson Mazda-Kia breached their duties to me by failing to disclose the known risks associated with the 2006 Kia Sedona LX, and by allowing the sale and use of a vehicle when they knew it would not perform as intended.

As a result of the foregoing, I suffered damages that were directly and proximately caused by the unreasonably dangerous vehicle.

Unjust Enrichment / Restitution

Kia Motors America, Inc. and, or, Stevenson Mazda-Kia marketed, advertised and, or, promoted the 2006 Kia Sedona LX vehicle as merchantable, free of defect, fit for the ordinary purpose for which it would be used and safe for said purpose as set forth more fully above.

Kia Motors America, Inc. and, or, Stevenson Mazda-Kia accepted payment from me for the purchase of the 2006 Kia Sedona LX vehicle.

I did not receive a vehicle that was free from defect, fit for the ordinary purpose for which it was to be used and safe for said purpose.

Kia Motors America, Inc. and, or, Stevenson Mazda-Kia accepted payment from me for the purchase of a vehicle service extended warranty for the 2006 Kia Sedona LX vehicle.

Kia Motors America, Inc. and, or, Stevenson Mazda-Kia accepted payment from me for GAP insurance for the loan on the purchase of the 2006 Kia Sedona LX vehicle.

It would be inequitable for Kia Motors America, Inc. and, or, Stevenson Mazda-Kia to retain these monies, in light of their misrepresentations and omissions, because I did not, in fact, receive a product that was free from defect, fit for the ordinary purpose for which it was to be used and safe for said purpose.

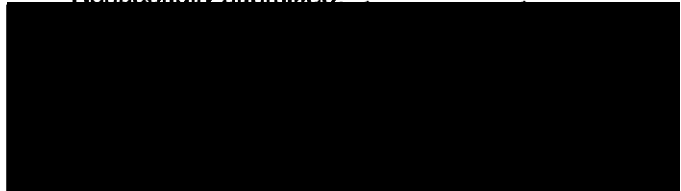
Prayer for Relief

I pray for:

- _____
- (a) For relief, restitution, and, or, disgorgement of amounts paid by me for the purchase of the 2006 Kia Sedona LX, together with 17.95% APR interest, from the date of payment;
 - (b) For relief, restitution and, or, disgorgement of amounts paid by me for the purchase of the vehicle service extended warranty, together with 17.95% APR interest, from the date of payment;
 - (c) For relief and restitution of amounts paid by me for the rental of a vehicle for my family's use during the relevant time period, including, but not limited to, gasoline purchased and expended, replacement of gasoline in the vehicle at the time of rental, a NC Highway Use Tax at 8% per diem, a Gross Receipts Tax for New Hanover County at 1.5% per diem, a vehicle license fee of \$0.39 per diem and the per diem base rate of the vehicle, with interest, from the date of payment;
 - (d) For actual damages;
 - (e) For such other relief, restitution, and, or, disgorgement, deemed just and appropriate.

DATED: June 30, 2008

Respectfully submitted



Castle Hayne, NC [redacted]
Telephone: [redacted]

CERTIFICATE OF SERVICE

I, Stephanie Manuel Collinson, 4305 Saddlebrook Drive, Castle Hayne, NC 28429-5845, hereby certify that I am, and at all times hereinafter mentioned, more than (18) years of age;

That on the 30th day of June, 2008, I served a copy or copies of the foregoing **COMPLAINT AND DEMAND FOR ACTION** on the party or parties named below by First Class Mail by depositing a copy of the same in the United States mail with sufficient postage:

AUTO LINE
Council of Better Business Bureaus
4200 Wilson Blvd.
Arlington, VA 22203

Consumer Assistance Center
Kia Motors of America, Inc.
9801 Muirlands Blvd.
P.O. Box 5410
Irvine, CA 92619-2410

Stevenson Mazda-Kia
6103 Market St.
Wilmington, NC 28405
Attn: Mr. Pat Kaballa, General Manager

Stevenson Automotive Group
Hwy 17 North
Jacksonville, NC 28540
Attn: Mr. John O. Stevenson, Owner

Regional Acceptance Corporation
720 North 3rd St., Suite 501
P.O. Box 12210
Wilmington, NC 28405
Attn: Susan Bloodworth

Anderson & Anderson, Attorneys, P.L.L.C.
21 North Front St., Ste. 204
Wilmington, NC 28401
Attn: A. Griffin Anderson, Esquire

Postelwaite, Huggins and Morrison
Attorneys at Law
5015 S. Park Drive, Ste. 250
Durham, NC 27713
Attn: Matt Norris, Esquire

Office of the North Carolina Attorney General
Consumer Protection Services
P.O. Box 629
Raleigh, NC 27602
Attn: Ms. Patricia Jones, Specialist

U.S. Senator Richard Burr
217 Russel Senate Office Bldg.
Washington, D.C. 20510

201 N. Front St., Ste. 809
Wilmington, NC 28401

200 W. 1st St., Ste.508
Winston-Salem, NC 27104

U.S. Senator Elizabeth Dole
555 Dirksen Senate Office Bldg.
Washington, D.C. 20510

306 S. Evans St.
Greenville, NC 27835

U.S. Representative Mike McIntyre
2437 Rayburn House Office Bldg.
Washington, D.C. 20515

201 N. Front St., Ste. 410
Wilmington, NC 28401

500 N. Cedar St.
Lumberton, NC 28358

State Senator Julia Boseman
N.C. Senate Office Bldg.
309 N. Salisbury St., Room 309
Raleigh, NC 27603-5925

1213 Culbreth Drive
Wilmington, NC 28405

State Representative Sandra Spaulding-Hughes
N.C. House of Representatives Office Bldg.
300 N. Salisbury St., Room 611
Raleigh, NC 27603-5925

710 S. 15th St.
Wilmington, NC 28401

This, the 30th day of June, 2008,

[REDACTED]

Castle Hayne, NC [REDACTED]

AUTOMOBILE EXPENSES

MONTH OF _____ 19____

DAY	MILES TRAVELED	GASOLINE		OIL & LUBE	PARKING AND TOLLS
		GALS.	AMOUNT		
1					
2	4/22/06		28,911 mi.		
3					
4					
5					
6	5/23/07		29,267 mi.		
7			(30K service)		
8					
9					
10	11/19/07		36,977		
11					
12					
13	11/26/07		37,259 mi.		
14			(37,500 mi. SVC)		
15					
16					
17					
18	3/4/08		42,723 mi		
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29	4/29/08		44,882 mi		
30			(45,000 mi. SVC)		
31					
TOTAL					

REPAIRS	TIRES	WASH.	ACCESS.	MISC.	DAY
					1
				(Warranty)	2
				Front Brake Rotors	3
				Reinforced	4
					5
				Oil Filter + Oil Change	6
				w/ oil Filter Cartridge	7
				Throttle Body Cleaned	8
					9
				Brake Inspection	10
					11
					12
				Oil Filter Change with Oil	13
				Filter Cartridge, Tires	14
				Rotated	15
					16
					17
				Front Brake Pads, Rotors	18
				Calipers replaced 2 New	19
				Mounted P225/70R16	20
				Warranty left front tire	21
				repair CD Ax, Suspenders	22
				holder, Passenger Side Vent	23
				Replaced	24
				Front Sensor ordered on	25
				warranty - same - fixed	26
					27
					28
				Oil Filter change with	29
				oil filter cartridge	30
					31

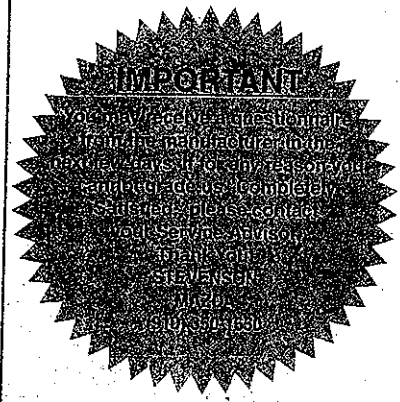


6103 MARKET ST. (910) 350-1650
WILMINGTON, NC 28405



CUSTOMER NO. [REDACTED]	BRIAN	225 TAG NO. [REDACTED]	03/14/08	K1CS59444
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 42,723	CS11
CASTLE HAYNE, NC [REDACTED]	06/KIA/SEDONA/LX		DELIVERY DATE 11/11/06	DELIVERY MILES 21,201
[REDACTED]	VIN# B 2 3 3 7 6 6 [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	03/12/08	
RESID [REDACTED]	COMMENTS			MO: 42727
JOB# 6 CHARGES				

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
1	97460-4D000	DUCT ASSY-CTR A			0.00
6 TOTALS					
JOB# 6 JOURNAL PREFIX K1CS JOB# 6 TOTAL					0.00
CODE	DESCRIPTION	CONTRGL NO			
# A	MAENV ENVIRONMENTAL IMPACT FEE		5.60		
# A	SUPPLIES SHOP SUPPLIES/HAZ WASTE DISPOSAL		20.00		
TOTAL - MISC					25.60



COMMENTS: 92-6401
STEVE 9269

TECHNICIAN CERTIFICATION: 9269 HARRY STEVEN STATON JR 1

TOTALS:

NEXT RECOMMENDED SERVICE: 03/27/2008 / 50227 MI. 00MAZ003 ROTATE TIRES

SOMETIMES MAZDA OR KIA WILL SEND A SURVEY TO OUR CUSTOMERS TO GATHER YOUR OPINIONS CONCERNING YOUR MOST RECENT SERVICE VISIT. WE SINCERELY HOPE THAT YOU WERE COMPLETELY SATISFIED AND THAT YOU WILL SHARE YOUR COMMENTS WITH OUR MANUFACTURERS BY FILLING OUT ANY SURVEY YOU MAY GET FOR ANY REASON YOU ARE LESS THAN COMPLETELY SATISFIED. PLEASE DON'T HESITATE TO CALL US. WE LOOK FORWARD TO SEEING YOUR COMMENTS ON OUR NEXT REPORT!

TOTAL LABOR.... 280.07
TOTAL PARTS.... 677.15
TOTAL SUBLET... 30.00
TOTAL G.O.G.... 85.44
TOTAL MISC CHG. 29.80
TOTAL MISC DISC 0.00
TOTAL TAX..... 45.71

TOTAL INVOICE \$ 1148.17

PAID

MAR 14 2008

CUSTOMER SIGNATURE

SHOP MATERIALS
This figure incorporates supplies used in servicing your vehicle (10% of labor charge) which includes cleansers, special lubes, shop towels, etc. These supplies are available for your inspection upon request.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

WARRANTY DISCLAIMER
Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, STEVENSON MAZDA hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and STEVENSON MAZDA neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.



6103 MARKET ST. (910) 350-1650
WILMINGTON, NC 28405



CUSTOMER NO. [REDACTED]	BRIAN	225 TAG NO. [REDACTED]	INVOICE # 14/08	INVENTORY # S9444
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 42,723	CS# SLV/
CASTLE HAYNE, NC [REDACTED]	Y06/KRAYS/SEDONA/LX		DELIVERY DATE 11/11/06	DELIVERY MILES 201
[REDACTED]	VEHICLE ID# B 2 3 3 7 6 6 [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	RO. DATE 03/12/08	
[REDACTED]	COMMENTS			MO: 42727

LABOR # 3 52MAZ003 SOUND SYSTEM TECH(S) 9269 WARRANTY
CUST STATES THE CD STORAGE BOX WILL NOT STAY LATCHED
REPLACED BOX

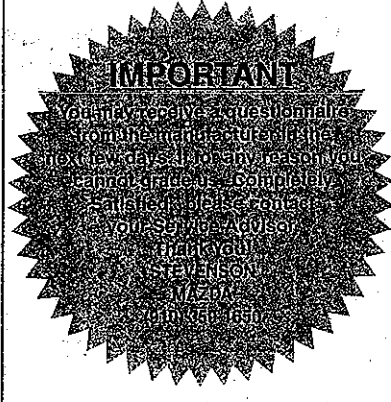
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	84614-4D000KS	BOX ASSY-C/D			0.00
TOTAL - PARTS						0.00
JOB# 3 JOURNAL PREFIX K1CS						JOB# 3 TOTAL 0.00
LABOR # 4 CHARGES						

LABOR # 4 46MAZ002 MOUNT & BALANCE TWO TECH(S) 9269 20.00
CUSTOMER REQUESTS - REPLACE / INSTALL TWO TIRES
() INSPECT AND REPLACE VALVE STEMS IF NECESSARY
() CHECK RIMS FOR DAMAGE
() MOUNT & BALANCE TIRES
() CHECK BRAKES FOR WEAR
FAULTY OR WORN TIRES
REPLACE / INSTALL TIRES PER CUSTOMER REQUEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	2	TR14-02-4694-77	P225/70R16	104.95	104.95	209.90
TOTAL - PARTS						209.90
MISC	CODE	DESCRIPTION	CONTROL NO.			
	TT	TIRE DISPOSAL FEE				4.20
TOTAL - MISC						4.20
JOB# 4 JOURNAL PREFIX K1CS						JOB# 4 TOTAL 234.10
LABOR # 5 CHARGES						

LABOR # 5 46MAZ002 WHEEL/TIRE MISC TECH(S) 9269 WARRANTY
CUST STATES TPMS LIGHT IS ON
REPLACED LEFT FRONT TPMS SENSOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	52933-4D000	VALVE-TIRE			0.00
	1	42620-39051	SENSOR-INPUT SP			0.00
TOTAL - PARTS						0.00
JOB# 5 JOURNAL PREFIX K1CS						JOB# 5 TOTAL 0.00



SHOP MATERIALS
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6103 MARKET ST. (910) 350-1650
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CUSTOMER NO.	BRIAN	225 TAG NO	03/14/08	INVOICE #	KCS59444
LABOR RATE	LICENSE NO.	MILEAGE	42,723	COLOR	SILVER/
STLE HAYNE, NC	06/KIA/SEDONA/LX	DELIVERY DATE	11/11/06	DELIVERY MILES	21,201
VIN	ND0M B 2 3 3 7 6 6	SELLING DEALER NO.		PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	RO3/12/08			
COMMENTS					MO: 42727

1 CHARGES

LABOR 40MAZ0 BRAKES/MISC TECH(S): 9269 260.07

CUST STATES BRAKE PEDAL WENT TO THE FLOOR, LOOKED IN RESEVOI
NO FLUID, CHECK AND ADVISE
CHECK AND FIND FRONT BRAKES COMPLETELY WORN OUT
LEFR FRONT ROTOR HAS BEEN WORN IN HALF. CENTER RIBS ARE
EXPOSED. PAD WAS GONE
REPLACED LEFT AND RIGHT FRONT BRAKE CALIPERS AND
ROTOR AND BRAKE PADS FOR PROPER OPERATION

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
1	141-51245	CALIPER	99.00	99.00	99.00
1	141-51246	CALIPER	99.00	99.00	99.00
1	106-12020	FRONT PADS	79.95	79.95	79.95
2	121-50017	ROTOR	89.95	89.95	179.90
2	UM040-CH013	BRAKE FLUID DOT	4.70	4.70	9.40
TOTAL - PARTS					467.25

PO#	VEND	INV#	INV. DATE	DESCRIPTION	PRICE
22734			03/14/08	RENTAL	30.00
TOTAL - SUBLET					30.00

G.O.G.	PRICE
FREIGHT (PARTS)	85.44
TOTAL - GOG	85.44

JOB# 1 TOTALS	LABOR	PARTS	SUBLET	G.O.G.	PRICE
	260.07	467.25	30.00	85.44	
JOB# 1 JOURNAL PREFIX K1CS	JOB# 1 TOTAL				842.76

2 CHARGES

LABOR 20MAZ0 MISC/MAINT TECH(S): 9269 WARRANTY

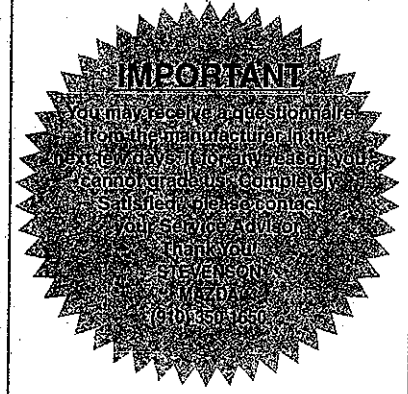
CUST STATES THE SUNGLASS HOLDER IS BROKEN
SOP HERE???

REPLACED SUNGLASS HOLDER

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE	WARRANTY
1	85340-4D000QW	TRAY ASSY-ROOF				0.00
TOTAL - PARTS						

JOB# 2 TOTALS	PRICE	
JOB# 2 JOURNAL PREFIX K1CS	JOB# 2 TOTAL	0.00

3 CHARGES



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STEVENSON mazda



6103 MARKET ST. (910) 350-1650
WILMINGTON, NC 28405



CUSTOMER NO.	ADVISOR PETER COVERT	114	TAG NO.	INVOICE DATE 11/19/07	INVOICE NO. KICS56075
LABOR RATE	LICENSE NO.	MILEAGE 36,977	COLOR SILVER/	STOCK NO. P3581	
YEAR / MAKE / MODEL 06 / KIA / SEDONA / LX	DELIVERY DATE 11/11/06	DELIVERY MILES 21,201	VEHICLE I.D. NO. KNDMB233766	SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	RECEIVED 11/19/07		NO: 36977	
COMMENTS					

JOB# 5 CHARGES

LABOR -
* 5 30MAZ006 AUTO TRANS SLIPS TECH(S) 69 WARRANTY
CUSTOMER STATES TRANSMISSION SLIPS WHEN SHIFTING FROM 1ST TO 2ND GEARS. ENGINE SEEMS TO REV, PLS CK ORDERED INPUT SENSOR

JOB# 5 TOTALS
JOB# 5 JOURNAL PREFIX KICS JOB# 5 TOTAL 0.00

RECOMMENDATIONS
TRANSMISSION FLUID FLUSH \$150, OIL CHANGE \$36.95, ALIGNMENT \$69.99,
TIRES, FRONT BRAKE JOB \$220, AIR FILTER \$35

TOTALS

NEXT RECOMMENDED SERVICE:
11/26/2007 / 37500 MI 01MAZ037 37,500 MILE SERVICE *

SOMETIMES MAZDA OR KIA WILL SEND A SURVEY TO OUR CUSTOMERS TO GATHER YOUR OPINIONS CONCERNING YOUR MOST RECENT SERVICE VISIT. WE SINCERELY HOPE THAT YOU WERE COMPLETELY SATISFIED AND THAT YOU WILL SHARE YOUR COMMENTS WITH OUR MANUFACTURERS BY FILLING OUT ANY SURVEY YOU MAY GET FOR ANY REASON YOU ARE LESS THAN COMPLETELY SATISFIED. PLEASE DON'T HESITATE TO CALL US. WE LOOK FORWARD TO SEEING YOUR COMMENTS ON OUR NEXT REPORT!

TOTAL LABOR..... 24.95
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 \$ 24.95

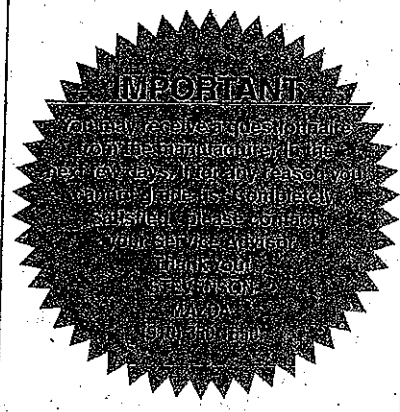
THANKS FOR BUSINESS WE VALUE YOU AS A CUSTOMER.

PAID

NOV 19 2007

CUSTOMER SIGNATURE

Checked
5139



SHOP MATERIALS
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6103 MARKET ST. (910) 350-1650
WILMINGTON, NC 28405



OWNER NO. [REDACTED]	ADVISOR PETER COVERT	114	TAG NO. [REDACTED]	INVOICE DATE 11/19/07	INVOICE NO. KICS56075
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 36,977	COLOR SILVER/	STOCK NO. P3581
ASTLE HAYNE, NC [REDACTED]	YEAR / MAKE / MODEL 06 / KIA / SEDONA / LX			DELIVERY DATE 11/11/06	DELIVERY MILES 21,201
[REDACTED]	VEHICLE I.D. NO. K N D M B 2 3 3 7 6 6 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.D. DATE 11/19/07		
COMMENTS					MO: 36977

1 CHARGES

UR-----
~~60MAZ001 INTERIOR TRIM TECH(S) 69 WARRANTY~~
 CUSTOMER STATES SUNGLASSES HOLDER IS BROKEN, PLS CK
 ORDERED PARTS

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
0	85340-4D000QW	TRAY ASSY-ROOF			WARRANTY
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
0	84614-4D000KS	BOX ASSY-C/D			WARRANTY
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				TOTAL - PARTS	0.00
1 TOTALS-----					
2 CHARGES-----					
JOB# 1 JOURNAL PREFIX KICS					JOB# 1 TOTAL 0.00

R-----
~~60MAZ003 INTERIOR TRIM PANELS TECH(S) 69 WARRANTY~~
 CUSTOMER STATES CD HOLDER BELOW CD PLAYER IS BROKEN, DOES NOT PULL OUT PROPERLY
 ORDERED PARTS

2 TOTALS-----					
3 CHARGES-----					
JOB# 2 JOURNAL PREFIX KICS					JOB# 2 TOTAL 0.00

SHOP MATERIALS
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Q-----
~~60MAZ005 INTERIOR TRIM PANELS TECH(S) 69 WARRANTY~~
 CUSTOMER STATES PASS. SIDE LEFT VENT. KNOB ADJUSTER IS BROKEN
 PLS CK
 ORDERED PARTS

3 TOTALS-----					
4 CHARGES-----					
JOB# 3 JOURNAL PREFIX KICS					JOB# 3 TOTAL 0.00

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4-----
~~40MAZ0 BRAKES/MTSC TECH(S) 69 24.95~~
 CUSTOMER STATES TO CHECK BRAKE CONDITION, VIBRATE AND GRAB WHEN BRAKING, ALSO NOISEY, PLS CK, OK .5 PERFORMED BRAKE INSPECTION, FRONT BRAKES AT 5%, ON SQUEALERS, CUST. DECLINED REPAIR, EST. \$220.00

4 TOTALS-----					
				LABOR	24.95
JOB# 4 JOURNAL PREFIX KICS					JOB# 4 TOTAL 24.95

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6103 MARKET ST. (910) 350-1650
WILMINGTON, NC 28405



CUSTOMER NO.	PETER COVER	114	TAG NO.	11/19/07	INVOICE NO.	16856075	
LABOR RATE	LICENSE NO.	MILEAGE	36,977	COLOR	SILVER/	ST#	3581
YEAR / MAKE / MODEL	06 / KIA / SEDONA / LX			DELIVERY DATE	11/11/06	DELIVERY MILES	21,201
VEHICLE I.D. NO.	R N D M B 2 3 3 7 6 6			SELLING DEALER NO.		PRODUCTION DATE	
F.T.E. NO.				P.O. NO.			
COMMENTS				REP	11/19/07		
						MO:	36977

1 CHARGES

30R
1. 60MAZ001 INTERIOR TRIM HOURS: TECH(S): 69 0.00
CUSTOMER STATES SUNGLASSES HOLDER IS BROKEN, PLS CK
ORDERED PARTS

QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
0	85340-4D000QW	TRAY ASSY-ROOF	30.87	0.00	43.22	0.00
	** QUANTITY 1 IS SPECIAL ORDERED **					
0	84614-4D000KS	BOX ASSY-C/D	52.25	0.00	73.15	0.00
	** QUANTITY 1 IS SPECIAL ORDERED **					
TOTAL - PARTS						0.00

2 CHARGES

30R
2. 60MAZ015 INTERIOR TRIM PANELS HOURS: TECH(S): 69 0.00
CUSTOMER STATES CD HOLDER BELOW CD PLAYER IS BROKEN, DOES NOT PULL OUT PROPERLY
ORDERED PARTS

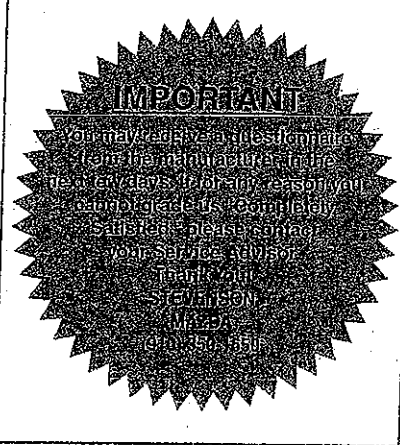
3 CHARGES

30R
3. 60MAZ005 INT. SQUEAK/RATTLE HOURS: TECH(S): 69 0.00
CUSTOMER STATES PASS. SIDE LEFT VENT KNOB ADJUSTER IS BROKEN
PLS CK
ORDERED PARTS

5 CHARGES

30R
5. 30MAZ006 AUTO TRANS SLIPS HOURS: TECH(S): 69 0.00
CUSTOMER STATES TRANSMISSION SLIPS WHEN SHIFTING FROM 1ST TO 2ND GEARS. ENGINE SEEMS TO REV. PLS CK
ORDERED INPUT SENSOR

RECOMMENDATIONS
TRANSMISSION FLUID FLUSH \$150. OIL CHANGE \$36.95. ALIGNMENT \$69.99.
FRONT BRAKE JOB \$220. AIR FILTER \$35



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Auto Motion of Wilmington, Inc.

Date 5/23/2007 Invoice # 11395

Bill To



Description	Qty	Rate	Amount
OIL AND FILTER CHANGE W/ OIL FILTER CARTRIDGE		34.95	34.95
CLEANED THROTTLE BODY-TO ILLIMINATE HESITATION	0.5	68.00	34.00
2006 KIA SEDONA			

*release
29267*

*paid
CK # 852*

(MP)

3015 Boundary St. #2
Wilmington, NC 28405
(910) 251-0990

Subtotal \$68.95
Sales Tax (6.75%) \$0.00
Total \$68.95
Payments/Credits \$0.00
Balance Due \$68.95



6103 MARKET ST. (910) 350-1650
WILMINGTON, NC 28405



CUSTOMER NO.	ADVISOR JOE	41 TAG N	INVOICE DATE 12/22/06	INVOICE NO. KIC847594
LABOR RATE	LICENSE NO.	MILEAGE 22,911	COLOR SILVER/	STOCK NO. P3381
YEAR/MAKE/MODEL 06/KIA/SEDONA/LX	DELIVERY DATE 11/11/06	DELIVERY MILES 21,201	SELLING DEALER NO.	PRODUCTION DATE
VEHICLE I.D. NO. K N D M B 2 3 3 7 6 6	F.T.E. NO.	P.O. NO.	R 12/20/06	REPRINT# 1
COMMENTS	MO: 22923			

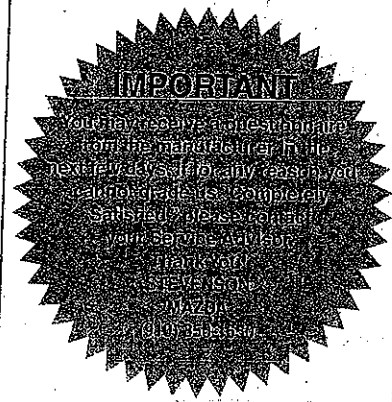
* NEXT RECOMMENDED SERVICE:
* 03/14/2007 / 26673 MI. 00MAZ000 LOF SERVICE

SOMETIMES MAZDA OR KIA WILL SEND A SURVEY TO OUR CUSTOMERS TO GATHER YOUR OPINIONS CONCERNING YOUR MOST RECENT SERVICE VISIT. WE SINCERELY HOPE THAT YOU WERE COMPLETELY SATISFIED AND THAT YOU WILL SHARE YOUR COMMENTS WITH OUR MANUFACTURERS BY FILLING OUT ANY SURVEY YOU MAY GET. IF FOR ANY REASON YOU ARE LESS THAN COMPLETELY SATISFIED, PLEASE DON'T HESITATE TO CALL US. WE LOOK FORWARD TO SEEING YOUR COMMENTS ON OUR NEXT REPORT!

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

GAIN!! THANKS FOR BUSINESS WE VALUE YOU AS A CUSTOMER.

CUSTOMER SIGNATURE _____



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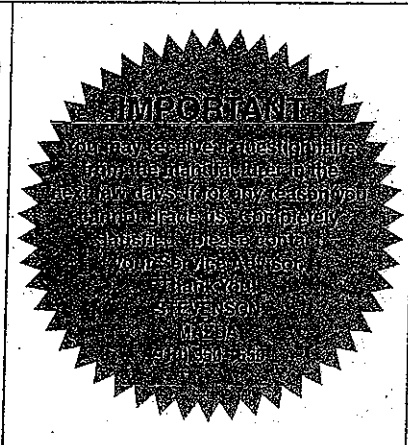


6103 MARKET ST. (910) 350-1650
WILMINGTON, NC 28405



OWNER NO. [REDACTED]	ADVISOR JOE	41 TAG NO. [REDACTED]	INVOICE DATE 12/22/06	INVOICE NO. KICS47594
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 22,911	COLOR SILVER/
ASTLE HAYNE, NC [REDACTED]	YEAR / MAKE / MODEL 06 / KIA / SEDONA / LX		DELIVERY DATE 11/11/06	STOCK # P3581
[REDACTED]	VEHICLE I.D. NO. K N D M B 2 3 3 7 6 6 [REDACTED]		SELLING DEALER NO.	DELIVERY MILES 21,201
[REDACTED]	F.T.E. NO.	P.O. NO.	R.D. DATE 12/20/06	PRODUCTION DATE
[REDACTED]	COMMENTS			REPRINT# 1
				MO: 22923

5 CHARGES-----
OR-----
503MAZ99P MAZDA FULL CIRCLE TECH(S) 19565 0.00
PERFORM MAZDA FULL CIRCLE SERVICE INSPECTION.
INSPECTION COMPLETE
5 TOTALS-----
JOB# 5 JOURNAL PREFIX KICS JOB# 5 TOTAL 0.00
6 CHARGES-----
OR-----
500MAZ99P MAZDA FULL CIRCLE TECH(S) 19565 0.00
REPLACE ANY MISSING VALVE STEM CAPS
6 TOTALS-----
JOB# 6 JOURNAL PREFIX KICS JOB# 6 TOTAL 0.00
7 CHARGES-----
OR-----
60MAZ001 MAZDA INTERIOR TRIM TECH(S) 19565 0.00
CUSTOMER STATES PASSENGER SIDE DASH VENTS WILL NOT ADJUST
PART ON ORDER FOR DASH VENT
E
7 TOTALS-----
JOB# 7 JOURNAL PREFIX KICS JOB# 7 TOTAL 0.00
8 CHARGES-----
OR-----
60MAZ001 MAZDA INTERIOR TRIM PANELS TECH(S) 19565 0.00
DRIVERS FLOOR MAT PIN MISSING
REPLACE FLOOR MAT PIN
8 TOTALS-----
JOB# 8 JOURNAL PREFIX KICS JOB# 8 TOTAL 0.00



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CUSTOMER NO.	ADVISOR JOE	41 TAG NO.	INVOICE DATE 12/22/06	INVOICE NO. KICS47594
	LABOR RATE	LICENSE NO.	MILEAGE 22,911	COLOR SILVER/
CASTLE HAYNE, NC	YEAR/MAKE/MODEL 06/KIA/SEDONA/LX		DELIVERY DATE 11/11/06	DELIVERY MILES 21,201
	VEHICLE ID NO. KNDMB233766		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.12/20/06	REPRINT# 1
	COMMENTS			MO: 22923

JOB# 1 CHARGES

LABOR-----

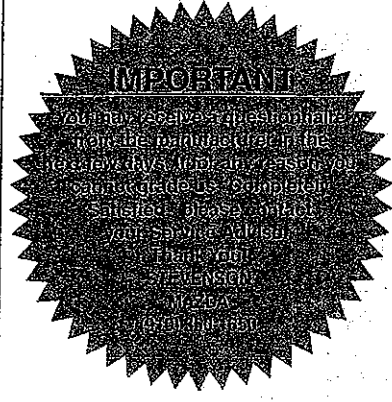
~~# 16 MAZDA EXTERIOR TRIM TECH(S) 19565 0.00~~
 SCRATCH REPAIRS----INTERNAL BILLING AS PER PAT K
 SEE TOUCH UP GUY
 BUFFED AND REMOVED MISC SCRATCHES

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-----	UNIT PRICE-----	
	0	97460-4D000	DUCT ASSY-CTR A	55.20	55.20	0.00
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
					TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----



LABOR-----

~~# 26 MAZDA CHECK VIBRATION TECH(S) 19565 INTERNAL~~
 INSPECT FOR BRAKE VIBRATION
 SLIGHT FRONT BRAKE ROTOR RUN-OUT
 GOODWILL PER PAT K.
 RESURFACE FRONT BRAKE ROTORS

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

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LABOR-----

~~# 3 MAZDA WHEEL/TIRE CONCERN TECH(S) 19565 0.00~~
 CUSTOMER STATES PULL TO RIGHT
 ADJUSTED TIRE PRESSURES

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX KICS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

LABOR-----

~~# 7 MAZDA RENTAL VEHICLE RENTAL TECH(S) 19565 0.00~~
 RENTAL VEHICLE SUPPLIED DURING WARRANTY REPAIR(S)
 FP# 5555RENTAL--SUBLET CODE L--LABOR OP/MM012XRK

UBLET-----	PO#-----	VEND INV#-----	INV.DATE-----	DESCRIPTION-----	
	16836	706752	12/22/06	RENTAL CAR	
					TOTAL - SUBLET

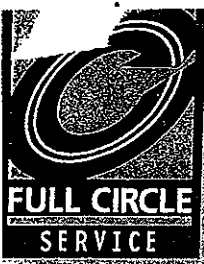
JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX KICS JOB# 4 TOTAL 0.00

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

WARRANTY DISCLAIMER

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, STEVENSON MAZDA hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and STEVENSON MAZDA neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.



Customer Name: [Redacted] Phone: [Redacted] E-Mail: [Redacted]

Date: 12/20/06 License: [Redacted] Year/Model: 06 Sedona

VIN: KNDM1233766 [Redacted] RO/Tag#: [Redacted] Mileage: [Redacted]

INSPECTION RESULTS: [] WILL REQUIRE FURTHER ATTENTION [] REQUIRES IMMEDIATE ATTENTION []

Inspect Each Service [] Info. / Estimate [] Check Tires/Measure Tire Tread Depth []

<input checked="" type="checkbox"/>	Window washer fluid level	
<input checked="" type="checkbox"/>	Automatic transmission fluid level/condition	
<input checked="" type="checkbox"/>	Brake fluid level/condition	
<input checked="" type="checkbox"/>	Power steering fluid level/condition	
<input checked="" type="checkbox"/>	Coolant recovery reservoir fluid level/condition	
<input checked="" type="checkbox"/>	Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)	
<input checked="" type="checkbox"/>	Windshield for cracks, chips and pitting	
<input checked="" type="checkbox"/>	Operation of horn, interior and exterior lights	
<input checked="" type="checkbox"/>	Windshield washer spray and wiper operation	
<input type="checkbox"/>	Cooling system for visible leaks and damage	
<input type="checkbox"/>	Oil and/or fluid leaks (Specify _____)	
<input type="checkbox"/>	Constant velocity (CV) drive axle boots (if equipped)	
<input type="checkbox"/>	Exhaust system (leaks, visible damage, loose parts)	
<input type="checkbox"/>	Drive belt(s)	
<input type="checkbox"/>	Steering, steering linkages/wheel end play/bearings	
<input type="checkbox"/>	Suspension (shocks/struts for bounce/leaks/damage)	
<input type="checkbox"/>	Brake lines, hoses, parking brake	
<input type="checkbox"/>	Battery terminals (clean, if necessary)	
<input type="checkbox"/>	Clutch operation (if equipped)	

Tire Pressure Set to Factory Recommendation

50% or more remaining (Above 6/32")

20% - 50% remaining (4/32" - 6/32")

Less than 20% remaining (3/32" or less)

Measure Front / Rear Brake Linings

Brake Measurements Not Taken This Service Visit

50% or more remaining (Above 5mm Disc / Above 2mm Drum)

20% - 50% remaining (3mm-5mm Disc / 1.01mm-2mm Drum)

Less than 20% remaining (Less than 3mm Disc / 1mm or less Drum)

Recommended Additional Services

<input type="checkbox"/>	Rotate Tires	
<input type="checkbox"/>	Air Filter	
<input type="checkbox"/>	Wiper Inserts	
<input type="checkbox"/>	Tire Repair	
<input type="checkbox"/>	Brakes (Specify _____)	
<input type="checkbox"/>	Full Factory Warranty in Effect	
<input type="checkbox"/>	Vehicle Service Contract	
<input type="checkbox"/>	CPO Extension	
<input type="checkbox"/>	Other [Redacted]	

Check Battery Performance

Good Bad

Actual Cold Cranking Amps and/or attach test results

Technician Signature: [Redacted]