

Dear Sir or Madam

CL-10238209-5628 8/01/08

NNS-000

I am writing about my 2006 Sedona. I purchased a Kia because of its wonderful Warranty I am a single mother trying to raise two girls. on a tight budget. Thinking nothing will go wrong with the car until its paid off. Well April 25th of this year at 17000.miles my steering column started acting up so I brought it to my dealer. and at the same time asked him to check on my brakes.told him going down a hill my car bucks. He told me its because my car is heavy thats why it does that. This steering column problem was under warranty.

2008 AUG -7 A 7:12

Well I took it home and still experienced the bucking Finally my brother and my father said I should go back this is not normal So I now went at 19000 miles Sure thing They found my rotors were warped due to inferior materials come to find out 2006 Sedonas was noted for this problem. There should have been a recall It could have been a dangerous problem with my brakes. letting go. Well the bill for this was \$581.46 not covered under warranty I had to borrow the money from my parents Not fair not fair. Thank you very much [REDACTED]

[REDACTED]
East Longmeadow, MA [REDACTED]

[REDACTED]

P.S. I contacted Kia corporate offices I was told sorry they could not do anything for me

2008 AUG -8 PM 1:06

FATHERS & SONS
 434 MEMORIAL AVENUE
 W. SPRINGFIELD, MA 01089
 (413) 785-1631

JUL 08, 2008 05:45PM
 CLIENT: 7600
 MERCH : 14000002194
 TERM : 003
 ACT #: *****4229
 CARD : MASTERCARD
 SALE: \$ 587.94
 REF #: 019
 APPROVAL CODE: R4732Z
 I AGREE TO PAY AMOUNT
 ACCORDING TO CARDHOLDER
 AGREEMENT

SIGNATURE
 THANK YOU FOR CHOOSING
 FATHERS & SONS
 CUSTOMER COPY

Memorial Ave.
 Springfield, MA 01089
 e: 413-785-1631
 fathers-sons.com



We want you
 Completely
 Satisfied.
 More importantly
 we want you to
 be HAPPY!

SPRINGFIELD, MA

859	INVOICE DATE 07/08/08	INVOICE NO. KICS338038
LABOR RATE	LICENSE NO.	STOCK NO.
19,060	MILEAGE	COLOR WHITE/
YEAR MAKE MODEL 06/KIA/SEDONA LX/VAN	DELIVERY DATE 05/13/06	DELIVERY MILES 54
VEHICLE ID NO. K N D M B 2 3 3 2 6 6	SELLING DEALER NO.	PRODUCTION DATE
P. O. NO.	07/08/08	REPRINT# 1
BUSINESS PHONE	E# G6S04204	
		MO: 19060

LABOR & PARTS
 J# 1 05K1Z *BRAKE DIAGNOSIS UNITS: 1.50 TECH(S):41548 150.95

CUSTOMER STATES BRAKES PULSATING WHEN BRAKING
 ROADTESTED CAR ON RT.57 GOT SPEED UP TO 55MPH AND APPLIED
 BRAKES FELT PULSATION IN STEERING WHEEL AND BRAKE PEDAL
 PUT CAR ON THE LIFT AND CHECKED FRONT BRAKES PADS ARE 3-4MM
 ROTORS ARE GOING TO BE BELOW SPECS IF MACHINED DUE TO WARPED
 ROTORS AND RUNOUT
 REPLACED FRONT PADS AND ROTORS AND TEST DROVE CAR
 GOOD

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	58101-4DU00	PAD KIT-FR BRAKE	80.00	80.00	80.00
JOB # 1	2	51712-4D500	DISC-FR WHEEL BR	173.49	173.49	346.98
JOB # 1	1	BC	PARTS CLEANER	3.53	3.53	3.53
JOB # 1 TOTAL PARTS						430.51
JOB # 1 TOTAL LABOR & PARTS						581.46

J# 2 03K1Z WHEELS & TIRES UNITS: TECH(S):41548 9.95

TIRE PRESSURE MONITOR IS ON
 RIGHT REAR TIRE HAS A SCREW IN CENTER TREAD
 PLUGGED RIGHT REAR TIRE AND TEST DROVE CAR TO RESET
 TPMS LIGHT

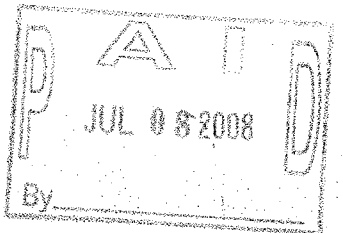
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						9.95

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # 1	ZADVCOUP	COUPON DISCOUNT		-25.00
TOTAL - MISC				-25.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$613.00 (+TAX)

COMMENTS
 OK FRONT BRAKES \$599.00

RECOMMENDATIONS
 FRONT TIRES ARE 7/32
 REAR TIRES ARE 7/32
 WINDSHIELD HAS A HUGE CRACK IN THE MIDDLE
 DRIVERS SIDE DOOR IS DENTED
 REAR SHOES ARE 5MM
 HORN DOES NOT SOUND LIKE IT'S WORKING PROPERLY



INFERIOR

*Thank You
 We Appreciate
 Your Business*

Reynolds and Reynolds ESSENTIALS 6081462 Q (01/04)