



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
 2008 NOV -5 1-888-DASH-2-DOT
 (1-888-327-4236)
 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 23-SEP-2008	Repository <input type="checkbox"/>
	Reference No. 10243177

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	GALLATIN	State	TN	Zip Code	[REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
 Signature of Owner _____ Date ___/___/___

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KNAGD128345 [REDACTED]	Make KIA	Model OPTIMA	Model Year 2004
Date Purchased July	Dealer's Name and Telephone Number TANNER KIA NOW CARNIVAL/KIA		Engine: No: Cylinders
Original Owner <input checked="" type="checkbox"/> myself	Dealer's City Madison TN	State TN	Zip Code 37115
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 120000 EXTERIOR LIGHTING	
Multiple Failure:			

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 11-JUN-2004	Failure Mileage 19195	Failure Speed	Electrical problems with lights and door can't lock it.
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2004 KIA OPTIMA. IN JUNE OF 2004, THE EXTERIOR LIGHTING FAILED WHILE DRIVING AT AN UNKNOWN SPEED. IN ADDITION, THE DRIVER'S SIDE DOOR WOULD NOT LOCK AND THE CHECK ENGINE LIGHT CONSISTENTLY ILLUMINATED. THE CONTACT TOOK THE VEHICLE TO THE DEALER AND THE EXTERIOR LIGHTING WAS REPAIRED; HOWEVER, THE DOOR WAS NOT BECAUSE IT WAS NOT UNDER WARRANTY. AFTER THE REPAIR WAS MADE, THE EXTERIOR LIGHTING CONTINUED TO FAIL AS WELL AS THE OTHER ISSUES. SHE TOOK THE VEHICLE BACK TO THE DEALER APPROXIMATELY FOUR TIMES TO REPAIR THE SAME FAILURES, BUT THE ISSUES KEPT PERSISTING. THE VEHICLE HAS NOT BEEN REPAIRED SINCE. THE CURRENT MILEAGE WAS 93,000 AND FAILURE MILEAGE WAS 19,195.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The door I CAN'T lock because I CAN'T get it open the first time this happened they fixed it the second time they Refuse to fix it because of warranty This is a safety issue if I happen to hit the lock I have to exit right side and with 2 hip Replacements THAT'S NOT EASY The lights are still having to replace had it in 10/18/08 to replace bulb this cost was \$179.00 I have place bulb at auto zone they said this ~~is~~ bulb was NOT RIGHT That's why it shot, well kip bulbs shoots the same

ATTACH ADDITIONAL SHEETS IF NECESSARY

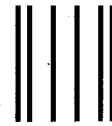
on paper

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

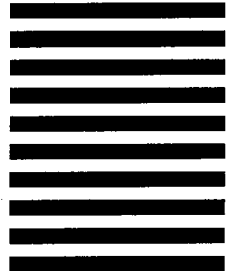


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE



**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**




Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



There has been problem after problem with my car I asked them the second time the bulbs went out that they should give me another car they said they couldn't all they could do was to fix it. So now they fix I pay for it. DONT NO ONE have that much ~~problem~~ problem with lights in a car. I have ~~had~~ owned older cars I have never replaced bulbs in a car as much as I have replaced in this car. Like now the air bag light stays on I talked to a lady at a gas station I asked her about her car. She said, ^{she has} ~~has~~ troubles out of her lights. Also when I took my car in for the door the maintenance man said customer had a lot of trouble out of the 2004 KIA Optima with the doors locking and unlocking

There were times when
they fixed on lights they
didn't give me paper work
because I didn't pay

Thank You



There is probably other
customers out there with
the same problem with
their car.



1303 GALLATIN PIKE NORTH
MADISON, TN 37115
(615) 860-9888

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:00 am - 8:00 pm
Sat	7:30 am - 5:00 pm
Sun	9:00 am - 5:00 pm

P & A CODE:
STATE OF TENNESSEE
REGISTRATION # MV-

I acknowledge receipt of the parts and labor operations as listed below. Warranty information entitled "Disclaimer Of Warranty And Limitation Of Remedies" along with other information is listed on the back of this document. I have read the material printed on the back and agree to it as part of this contract the same as if it were printed above my signature.

Adv: MARJORY CONDR	Tag: [REDACTED]	License: 1	VIN: KNAGD1283 [REDACTED]	Page: 1	Invoice: [REDACTED]
Invoice to			Driver/Owner Information		
[REDACTED] GALLATIN, TN [REDACTED] Work: [REDACTED] Home: [REDACTED]			[REDACTED] GALLATIN, TN [REDACTED] Work: [REDACTED] Home: [REDACTED]		
For Office Use			Vehicle Information		
Odometer in: 61098	Out:	Dist: KIA W W C	Quote	04 KIA OPTIMA EX 4DR SDN PEARL WHIT	
Begin: 10/28/06	Done: 10/30/06	Invoiced: 10/30/06 18:36 MC			Sold: 06/11/04
Customer Concern					
Concern 51	CUST STATES LEFT FRONT HEADLIGHT OUT AND RIGHT FRONT FOG LIGHTS OUT			Operation	Tech Hours Amount
Correction	BAD GROUND REDID GROUNDS			91200RTT	858 1.1 86.90
Parts	Part Number	PO#	Note Description	Quantity	List Sell
	KIA 18649 55009		BULB	1	25.97 21.14 21.14
	KIA 18647 55007L		BULB	1	14.62 11.90 11.90
	KIA 18643 05009N		BULB	1	2.32 1.89 1.89
	Tech 858 CARTER, TOM			Subtotal	
Type: W				PARTS	34.93
			LAB-MECHANICAL 86.90		
			TOTAL CHARGE FOR CONCERN 121.83		
Summary of Charges for Invoice [REDACTED]			Payment Distribution for Invoice [REDACTED]		
PARTS 34.93			TOTAL CHARGE 121.83		
LAB-MECHANICAL 86.90			KIA WARRANTY 121.83		
TOTAL CHARGE 121.83					
Attention: The following Invoices also exist C - CUSTOMER					
Last Page					

CUSTOMER SIGNATURE X



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MADISON, TN 37115
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Adv: LAYLA PHELPS	Tag: [REDACTED]	License: 1	VIN: KNAGD1283 [REDACTED]	Page: 1	Invoice: [REDACTED]	
Invoice to			Driver/Owner Information			
[REDACTED] GALLATIN, TN [REDACTED] Work: [REDACTED] Home: [REDACTED]			[REDACTED] GALLATIN, TN [REDACTED] Work: [REDACTED] Home: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 58678	Out:	Dist: KIA C C	Quote	04 KIA OPTIMA EX 4DR SDN PEARL WHIT		
Begin: 09/18/06	Done: 09/18/06	Invoiced: 09/18/06 18:20 LP			Sold: 06/11/04	
Customer Concern						
Concern 51	CUSTOMER STATES BRAKE LIGHT INOPERATIVE			Operation	Tech	Amount
Correction	RPL BULB Tech 282 KEEN, HAL			BRAKELIGHT	282	17.40
Type: C	Line Flags: NOS			Subtotal		
				LAB-MECHANICAL		17.40
				TOTAL CHARGE FOR CONCERN		17.40
Concern 52	DID LOF LAST VISIT DIDNT TOP OFF WASHER FLUID			Operation	Tech	Amount
Correction	NO CHARGE - WASHER FLUID FULL WHEN CAME IN? Tech 282 KEEN, HAL			NC	282	.00
Type: C	Line Flags: NOS			Subtotal		
Summary of Charges for Invoice [REDACTED]			Payment Distribution for Invoice [REDACTED]			
DOCUMENT STORAGE FEE	1.97	TOTAL CHARGE	19.37			
LAB-MECHANICAL	17.40	CASH DUE	19.37			
TOTAL CHARGE	19.37					
Last Page						

CUSTOMER SIGNATURE X



1303 GALLATIN PIKE NORTH
MADISON, TN 37115
(615) 860-9888

GUARANTEED SATISFACTION!

SERVICE HOURS

Mon - Fri 7:00 am - 8:00 pm
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Sun 9:00 am - 5:00 pm

P & A CODE:

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INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE:

GALLATIN TN
WORK: HOME:

GALLATIN TN
WORK: HOME:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0884 ADV: AAJ CONDRA, M INVOICE: QUOTE W C W MC VIN KNAGD128345 LICENSE NUMBER: 1
TAX RULES: YNINY INVOICED: 02/20/2006 15:23:06 04 KIA OPTIMA EX 4DR SDN PEARL WHIT
ODOMETER IN: 43615 DIST: KIA DATES SOLD: 061104
DATES BEGIN: 02/20/06 DONE: 02/20/06

CONCERN	DESCRIPTION	OPERATION	TECH	HOURS	AMOUNT
51	DRIVER DOOR WILL NOT UNLOCK	95770R00	282	.4	28.76
51-1	LATCH AND ACTUATOR COMING APART REPLACED ACTUATOR	81310R00	282	.4	28.76
	LATCH AND ACTUATOR COMING APART REPLACED LATCH				
	PART NUMBER PO# NOTE DESCRIPTION QTY LIST SELL				
	KIA 95730 3C000 ACTUATOR -FR DR LOCK 1 54.18 44.10 44.10				
	KIA 81310 3C000 LATCH ASSY-FR DR LH 1 29.93 24.36 24.36				
FACTORY	TECH: 282 - KEEN, HAL				
	COND CODE : C31				

----- SUBTOTAL -----

PARTS 68.46
LAB-MECHANICAL 57.52
TOTAL CHARGE FOR CONCERN 125.98

TYPE: W

----- GRAND TOTALS -----

SUMMARY OF CHARGES FOR INVOICE W02809

PARTS 68.46
LAB-MECHANICAL 57.52
TOTAL CHARGE 125.98

PAYMENT DISTRIBUTION FOR INVOICE W02809

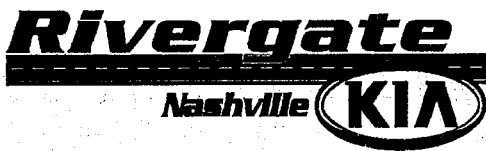
TOTAL CHARGE 125.98
KIA WARRANTY 125.98

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
C - CUSTOMER

CUSTOMER SIGNATURE X

CUSTOMER

ON LINE SERVICE INVOICING BY UCS © 1979



1303 GALLATIN PIKE NORTH
MADISON, TN 37115
(615) 860-9888

GUARANTEED SATISFACTION!

SERVICE HOURS

Mon - Fri 7:00 am - 8:00 pm
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Sun 9:00 am - 5:00 pm

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INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE:

GALLATIN TN
WORK: HOME:

GALLATIN TN
WORK: HOME:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0765 ADV: AAM DUKES, TH INVOICE: QUOTE # C A C TD VIN KNAGD128345 LICENSE NUMBER: 1
TAX RULES: YNINY INVOICED: 10/22/2005 @ 13:29:24 04 KIA OPTIMA 4DR SDN PEARL WHIT
ODOMETER IN: 36383 DIST: KIA DATES SOLD: 061104
DATES BEGIN: 10/22/05 DONE: 10/22/05

CONCERN	OPERATION	TECH	AMOUNT
24	BASIC OIL AND FILTER CHANGE	162	
CORRECTION	CHANGE OIL AND FILTER		
	PART NUMBER	PO#	NOTE
	KIA 26300 35502		FILTER ASSY-ENGINE O
	KIA 01L		MOTOR-OIL
FACTORY	TECH: 162 - AARON, PAUL		
TYPE: C	LINE FLAGS: NOS		
	TOTAL CHARGE FOR CONCERN		24.99

CONCERN	OPERATION	TECH	AMOUNT
52	NO CHARGE	162	.00
CORRECTION			
	PART NUMBER	PO#	NOTE
	KIA 21513 21000		GASKET-OIL PLUG
FACTORY	TECH: 162 - AARON, PAUL		

SUBTOTAL		AMOUNT
PARTS		1.65
TOTAL CHARGE FOR CONCERN		1.65

GRAND TOTALS

PAYMENT DISTRIBUTION FOR INVOICE C01474	
TOTAL CHARGE	29.29
INTERNAL POLICY	29.29

SUMMARY OF CHARGES FOR INVOICE C01474	
PARTS	27.15
SUPPLIES	.17
LAB-MECHANICAL	10.50
SERVICE SPECIAL ADJUSTMENT	11.01
SUB-TOTAL	26.81
STATE TAX	2.48
TOTAL CHARGE	29.29

CUSTOMER SIGNATURE X

CUSTOMER

99180
ON LINE SERVICE INVOICING BY UCS © 1979



TANNER KIA of RIVERGATE

1303 Gallatin Rd. North
Madison, TN 37115
(615) 860-9888



CUSTOMER #	AARON WINSLOW	TAG #	INVOICE DATE	
	LABOR RATE	LICENSE #	02/22/05	
		MILEAGE	PEARL WHITE	STOCK # R299761
		19,195	DELIVERY DATE	DELIVERY MILES
GALLATIN, TN	VEHICLE DESCRIPTION		06/11/04	519
	04/KIA/OPTIMA/EX 6CYL AUTO		SELLING DEALER #	PRODUCTION DATE
	SERIAL #		10	
	K N A G D 1 2 8 3 4 5		R. O. DATE	
	FEDERAL TAX EXEMPT #	P. O. #	02/21/05	
RESIDENCE PHONE	OTHER PHONE	COMMENTS		
		MO: 19195		

LABOR & PARTS
 J# 1 0BK1ZHEL HEADLIGHTS UNITS: 0.30 TECH(S):17164 22.20
 DRIVERS SIDE BLUB OUT
 DRIVERS SIDE HEAD LIGHT
 REPLACED LIGHT

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	H7	HALOGEN BULB	19.96	19.96	19.96
JOB # 1 TOTAL PARTS						19.96
JOB # 1 TOTAL LABOR & PARTS						42.16

DISCLAIMER OF WARRANTY: All warranties on these parts are the manufacturer's. 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 these parts. This disclaimer by the seller, in no way affects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income or any other incidental damages.

J# 2 23K1B EXTERIOR REPAIRS UNITS: TECH(S):17164 INTERNAL
 CUST STATES SEAL AROUND GRILL COMING OFF
 S.O.P GRILL
 S.O.P GRILL

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

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES/WASTE DISPOSAL		2.53
TOTAL - MISC				2.53

TOTALS

***** IMPORTANT MESSAGE *****	TOTAL LABOR....	22.20
YOU MAY RECEIVE A TELEPHONE SURVEY REGARDING SERVICE OF YOUR VEHICLE IN THE NEAR FUTURE. IF FOR ANY REASON YOU CANNOT GRADE OUR PERFORMANCE COMPLETELY SATISFIED CONTACT YOUR SERVICE ADVISOR AT*****615-860-9888	TOTAL PARTS....	19.96
***** THANK YOU FOR YOUR HELP*****	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	2.53
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	3.91

TOTAL INVOICE \$ 48.60

MAINTAINING AND REPAIRING YOUR VEHICLE INEVITABLY INVOLVES THE USE OF CHEMICALS AND GENERATION OF WASTE (SOLVENTS, OIL, CAUSTICS, LEAD, ASBESTOS, ETC) THAT MUST BE STORED, MANAGED AND DISPOSED OF IN STRICT COMPLIANCE WITH FEDERAL, STATE, AND LOCAL REGULATIONS. WE SUPPORT THESE REGULATIONS AND BELIEVE OUR CUSTOMERS DO TOO BECAUSE THEY KEEP OUR PLANET CLEAN AND SAFE FOR OUR FUTURE. Environmental Charges

CUSTOMER SIGNATURE

FEB 22 2005

CK 1099



1303 GALLATIN PIKE NORTH
MADISON, TN 37115
(615) 860-9888

GUARANTEED SATISFACTION!

SERVICE HOURS

Mon - Fri 7:00 am - 8:00 pm
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Sun 9:00 am - 5:00 pm

P & A CODE:

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Adv: MARJORY CONDRA		Tag: [REDACTED]	License: 1	VIN: KNAGD1283 45 [REDACTED]	Page: 1	Invoice: [REDACTED]
Invoice to			Driver/Owner Information			
[REDACTED] GALLATIN, TN [REDACTED] Work: [REDACTED] Home: [REDACTED]			[REDACTED] GALLATIN, TN [REDACTED] Work: [REDACTED] Home: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 57246 Out:		Dist: KIA W C W Prelim		04 KIA OPTIMA EX 4DR SDN PEARL WHIT		
Begin: 09/01/06	Done: 09/01/06	Invoiced: 09/01/06 11:35 BT			Sold: 06/11/04	
Customer Concern						
Concern	51	RIGHT FRONT HEADLIGHT OUT			Operation	Tech Hours Amount
Correction		DIAG AND FOUND CONNECTOR FOR BULB SHORTED-ORDERED NEW HARNESS			NC	282 .0
		Tech 282 KEEN, HAL				
Summary of Charges for Invoice [REDACTED]			Payment Distribution for Invoice [REDACTED]			
<p>Attention: The following Invoices also exist</p> <p>C - CUSTOMER</p> <p style="text-align: right;">Last Page</p>						

CUSTOMER SIGNATURE X



TANNER KIA of RIVERGATE

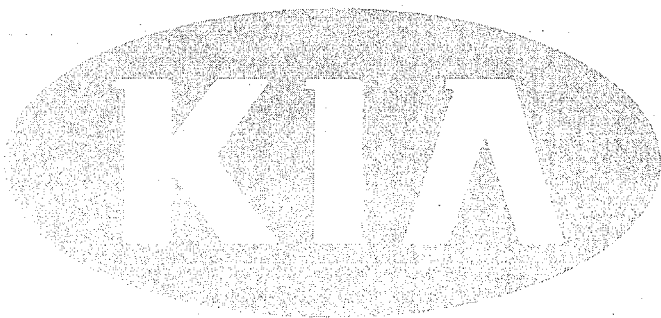
1303 Gallatin Rd. North
Madison, TN 37115
(615) 860-9888



CUSTOMER #	[REDACTED]		ADVISOR	AARON WINSLOW	[REDACTED] #	INVOICE DATE	04/23/05	INVOICE #	[REDACTED]	
GALLATIN, TN [REDACTED]	LABOR RATE	LICENSE #	MILEAGE		23,654	COLOR	PEARL WHITE	STOCK #	R299761	
	VEHICLE DESCRIPTION					DELIVERY DATE	06/11/04	DELIVERY MILES	519	
	04/KIA/OPTIMA/EX 6CYL AUTO					SELLING DEALER #	10	PRODUCTION DATE		
	SERIAL #					K N A G D 1 2 8 3 4 5 [REDACTED]				
FEDERAL TAX EXEMPT #			P.O.#		R.O. DATE		04/23/05			
RI [REDACTED]	OTHER PHONE		COMMENTS						MO: 23654	

TOTALS -----		DISCLAIMER OF WARRANTY: All warranties on these parts are the manufacturer's. 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 these parts. This disclaimer by the seller, in no way affects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income or any other incidental damages.	
***** IMPORTANT MESSAGE *****	TOTAL LABOR....	7.00	
YOU MAY RECEIVE A TELEPHONE SURVEY REGARDING SERVICE OF YOUR VEHICLE IN THE NEAR FUTURE. IF FOR ANY REASON YOU CANNOT GRADE OUR PERFORMANCE COMPLETELY SATISFIED CONTACT YOUR SERVICE ADVISOR AT*****615-860-9888	TOTAL PARTS....	12.95	
***** THANK YOU FOR YOUR HELP*****	TOTAL SUBLET...	0.00	
	TOTAL G.O.G....	0.00	
	TOTAL MISC CHG.	1.20	
	TOTAL MISC DISC	0.00	
	TOTAL TAX.....	1.85	
	TOTAL INVOICE \$	23.00	

CUSTOMER SIGNATURE _____



WHOLESALE DEALER PRINTING, INC. • (615) 591-6437 • (888) 641-0160



1303 GALLATIN PIKE NORTH
MADISON, TN 37115
(615) 860-9888

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:00 am - 8:00 pm
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Invoice to			Driver/Owner Information			
[REDACTED] GALLATIN, TN [REDACTED] Work: [REDACTED] Home: [REDACTED]			[REDACTED] GALLATIN, TN [REDACTED] Work: [REDACTED] Home: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 57246 Out:		Dist: KIA C C W Prelim	04 KIA OPTIMA EX 4DR SDN PEARL WHIT			
Begin: 09/01/06	Done: 09/01/06	Invoiced: 09/01/06 11:35 BT	Sold: 06/11/04			
Customer Concern						
Concern 24	BASIC OIL AND FILTER CHANGE			Operation	Tech	Amount
Correction	CHANGE OIL AND FILTER			LOF	282	
Parts	Part Number	PO#	Note	Description	Quantity	List Sell
	KIA 26300 35502			FILTER ASSY-ENGINE O	1	
	KIA 21513 21000			GASKET-OIL PLUG	1	
	KIA OIL			MOTOR OIL	5	
	Tech 282 KEEN, HAL					
Type: C	Line Flags: NOS			Subtotal		
TOTAL CHARGE FOR CONCERN						19.95
Summary of Charges for Invoice [REDACTED]			Payment Distribution for Invoice [REDACTED]			
PARTS	36.60	TOTAL CHARGE	23.77			
DOCUMENT STORAGE FEE	1.97	CASH DUE	23.77			
LAB-MECHANICAL	8.95					
SERVICE SPECIAL	25.60-					
SUB-TOTAL	21.92					
STATE TAX	1.85					
TOTAL CHARGE	23.77					
Attention: The following Invoices also exist W - WARRANTY						
Last Page						

CUSTOMER SIGNATURE X



WIN OUR WEEKLY \$500 IN GAS MONEY*

Call

and tell us about your visit!

*Look for your Entry Code in the lower left corner and see the back of the invoice for more information.

Name [Redacted]
Address [Redacted]
GALLATIN, TN [Redacted]

VIN KNAGD128345 [Redacted]
Make KIA OPTIMA
Year 2004
Engine 6 CYL. 2.7L 162 FI (2656cc)
Plate [Redacted]

Store # 040050	Manager Tray Brown	Invoice No. [Redacted]
Address NASHVILLE PIKE 718 NASHVILLE PIKE GALLATIN, TN 37066 Phone 615-451-3583	CSR BRENDEN SAWAL	Service Date 02/02/2008
	Topside AARON VINCENT	Service Mileage 81,883
	Bottomside ANDREW CAMPBELL	Next Service Date 05/02/2008
		Next Service Mileage 84,883

Service	Status	Fluid/Part	Quantity	Amount(\$)
MaxLife Synthetic Oil Change	Serviced	VO54	1.00 EACH	59.99
		10W30MXSYN	5.10 QUART	
Air Filter Replacement	Serviced	VA152	1.00 EACH	21.99
Fittings	Sealed			
Plug & Gasket	Checked			
Brake Fluid	Checked			
Power Steering	Checked			
Battery	Checked			
Windshield Wash Fluid	Added			
Antifreeze	Added Premi...	AFGO5G	3.50	0.00
Tire Pressure	Checked	Front 33 Rear 33		
Transmission	Checked			

Recommended Service At Next Visit
Tire Rotation
Automatic Transmission
Rear Differential
Fuel System
Cooling System

Sub Total	81.98
Tax	7.58
Total	89.56
Visa(*****4682)	89.56
Change Due	0.00

Sign(X) _____

*****4682 AP=234463

Cardholder agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

A CHANCE TO WIN
\$500
IN GAS MONEY

CURRENT CONTEST
EXPIRES 6/30/08



CALL 1-877-208-1171 AND GIVE US YOUR OPINION

CHANGING EXPECTATIONS™

Comments:

Entry Code:

0338 1000 4005 0719 3



STORE# 0674
 1112 NASHVILLE PIKE
 GALLATIN, TN 37066-0000 US
 (615)452-8452
 LIC# GNC232

Service Order:



485700 39784

See cashier for goodyear registration card or visit
 www.goodyear.com to register your tires

DATE 02-19-2008	NAME [REDACTED]	, TN		PHONE # [REDACTED]
YEAR 2004	MAKE KIA	MODEL OPTIMA	COLOR White (Pearl)	
LICENSE TN	ODOMETER 82827	CUSTOMER ARRIVAL TIME 2008-02-19 03:18 PM	SERVICE COMPLETED TIME 2008-02-19 03:35 PM	

Service Description	Service
NEW TIRE Whitewall - IN - Tire Pressure - CHECKED, Ft. 0 R.32 - Valve Stem - Install - COMPLETE ROAD HAZARD REPL - Tire Service Accepted ONE-TIME BALANCE - Balance (Required) - COMPLETE TIRE HAULER FEE - Dispose of Old Tire Accepted - COMPLETE	0.00
- New Tires - COMPLETE DOT: ZZZ	
- N/C Tire Mount	9.76
	5.00
	1.50
LUG TORQUE Driver Rear 75 FT-LB	
TREAD DEPTH Driver Rear - 0/32	

Merchandise Description	Quantity	Unit Price	Merchandise
P205/55R16BW DP GT-H	1	85.00	85.00
1 3/4 SNAP IN VALVE	1	1.75	1.75
Total (Excluding Tax)			103.01

I do agree and fully understand that my motor vehicle had a low oil level when I brought it to Wal-Mart for an oil change. This was pointed out to me, that I willingly requested Wal-Mart to change the oil. I will not hold Wal-Mart responsible for any damage to my motor vehicle by the low oil level.


Customer Comments

Technician Comments
MOT LIABLE FOR CENTER CAPS.

DISCLAIMER

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

WAL-MART IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND WAL-MART'S CONTROL.



CUSTOMER SIGNATURE _____ DATE 02-19-2008

SIGNED _____

DATE _____

QUALITY CONTROL TECH: CHARLES 5968
 SERV WRTR/GREETER: MICHAEL 5967
 TIRE TECHNICIAN: SHANE 5996

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.



TANNER KIA of RIVERGATE

1303 Gallatin Rd. North
Madison, TN 37115
(615) 860-9888



CUSTOMER #	ADVISOR AARON WINSLOW	AG #	INVOICE DATE 04/23/05	INVOICE #
GALLATIN, TN	LABOR RATE	LICENSE #	MILEAGE 23,654	COLOR PEARL WHITE
	VEHICLE DESCRIPTION 04/KIA/OPTIMA/EX 6CYL AUTO			STOCK # R299761
	SERIAL # K N A G D 1 2 8 3 4 5			DELIVERY DATE 06/11/04
	FEDERAL TAX EXEMPT #			DELIVERY MILES 519
		P.O. #	SELLING DEALER # 10	PRODUCTION DATE
			R.O. DATE 04/23/05	
COMMENTS				MO: 23654

LABOR & PARTS
J# 1 26K1Z 3,000 MILE SERVICE UNITS: TECH(S):6062 7.00
 OIL & FILTER CHANGE
 RECOMMENDED MAINTENANCE
 PERFORMED SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	26300-35501	FILTER ASSY-OIL	6.35	6.35	6.35
JOB # 1	4	OIL	OIL	1.65	1.65	6.60
JOB # 1 TOTAL PARTS					12.95	
JOB # 1 TOTAL LABOR & PARTS					19.95	

J# 2 23K1B EXTERIOR REPAIRS UNITS: 0.20 TECH(S):6062 WARRANTY
 CUST STATES SEAL AROUND GRILL OFF
 SEAL AROUND GRILL OFF REPLACED GRILL
 REPLACED GRILL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	86350-3C231	GRILLE ASSY-RADIATO			0.00
JOB # 2 TOTAL PARTS					0.00	
JOB # 2 TOTAL LABOR & PARTS					0.00	

J# 3 08K1ZH HEADLIGHTS UNITS: 0.20 TECH(S):6062 WARRANTY
 CUST STATES RIGHT HEAD LIGHT OUT
 AND HIGH NOT STAYING ON
 BULB BAD BULB WAS REPLACED 2-21-05
 REPLACED BULB

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	1	18647-55007L	BULB			0.00
JOB # 3 TOTAL PARTS					0.00	
JOB # 3 TOTAL LABOR & PARTS					0.00	

SC CODE DESCRIPTION CONTROL NO
 # A SS SHOP SUPPLIES/WASTE DISPOSAL 1.20
 TOTAL - MISC 1.20

DISCLAIMER OF WARRANTY: All warranties on these parts are the manufacturer's. 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 these parts. This disclaimer by the seller, in no way affects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income or any other incidental damages.



TANNER KIA of RIVERGATE

1303 Gallatin Rd. North
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CUSTOMER #	AARON WINSLOW	TAG #	INVOICE DATE	INVOICE #
	LABOR RATE	LICENSE #	05/10/05	
		MILEAGE	25,771	COLOR
				PEARL WHITE
GALLATIN, TN	VEHICLE DESCRIPTION		STOCK #	R299761
	04/KIA/OPTIMA/EX 6CYL AUTO		DELIVERY DATE	06/11/04
	SERIAL #		DELIVERY MILES	519
	K N A G D 1 2 8 3 4 5		SELLING DEALER #	10
	FEDERAL TAX EXEMPT #	P.O.#	PRODUCTION DATE	
			R.O. DATE	05/10/05
COMMENTS				MO: 25771

LABOR & PARTS	WARRANTY
J# 1 08K1ZHEL HEADLIGHTS UNITS: 0.20 TECH(S):14950 CUST STATES LEFT SIDE BULB WAS REPLACED ON 02/22/05 BULB OUT BLUB BAD DRIVERS SIDE REPLACED BULB	
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE----- JOB # 1 1 18647-55007L BULB	
JOB # 1 TOTAL PARTS	0.00
JOB # 1 TOTAL LABOR & PARTS	0.00

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TOTALS	WARRANTY
***** IMPORTANT MESSAGE ***** YOU MAY RECEIVE A TELEPHONE SURVEY REGARDING SERVICE OF YOUR VEHICLE IN THE NEAR FUTURE. IF FOR ANY REASON YOU CANNOT GRADE OUR PERFORMANCE COMPLETELY SATISFIED CONTACT YOUR SERVICE ADVISOR AT*****615-860-9888 ***** THANK YOU FOR YOUR HELP*****	
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

MAINTAINING AND REPAIRING YOUR VEHICLE INEVITABLY INVOLVES THE USE OF CHEMICALS AND GENERATION OF WASTE (SOLVENTS, OIL, CAUSTICS, LEAD, ASBESTOS, ETC) THAT MUST BE STORED, MANAGED AND DISPOSED OF IN STRICT COMPLIANCE WITH FEDERAL, STATE, AND LOCAL REGULATIONS. WE SUPPORT THESE REGULATIONS AND BELIEVE OUR CUSTOMERS DO TOO BECAUSE THEY KEEP OUR PLANET CLEAN AND SAFE FOR OUR FUTURE. Environmental Charges

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

Antwan Kia
5406
TARGET
731-0099

Ext: 45698

Kendrew
1800-333-
45212

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GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:00 am - 5:30 pm
Sat	8:00 am - 1:00 pm
Sun	Closed

P & A CODE:
STATE OF TENNESSEE
REGISTRATION # MV-

I acknowledge receipt of the parts and labor operations as listed below. Warranty information entitled "Disclaimer Of Warranty And Limitation Of Remedies" along with other information is listed on the back of this document. I have read the material printed on the back and agree to it as part of this contract the same as if it were printed above my signature.

Adv: AHQ STEVE GAY	Tag: [REDACTED]	License: 1	KNAGD1283 45 [REDACTED]	Page: 1	Invoice: [REDACTED]	
Invoice to			Driver/Owner Information			
[REDACTED] GALLATIN, TN [REDACTED] Email: [REDACTED] Work: [REDACTED]			[REDACTED] GALLATIN, TN [REDACTED] Email: [REDACTED] Work: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 88430 Out: 88432		Dist: KIA C C Prelim	04 KIA OPTIMA EX 4DR SDN PEARL WHIT			
Begin: 06/02/08	Done: 06/03/08	Invoiced: 06/03/08 16:07 TW	Sold: 06/11/04			
Customer Concern						
Concern 24	CUSTOMER STATES REPLACE TIMING BELT			Operation	Tech	Amount
Correction	REPALCE TIMING BELT 6 CYLINDER			TBELT6	629	
Parts	Part Number	PO#	Note	Qty	List	Sell
	KIA 24312 37500	003772	RENTAL FOR TIMING BE	1		
	Tech 629 CROWELL, TOM		BELT-VALVE TIMING	1		
Type: C	Line Flags: NOS			Subtotal		
				TOTAL CHARGE FOR CONCERN		474.95
Concern 25	CUSTOMER CLAIMS, NEEDS FRONT BRAKES			Operation	Tech	Amount
Correction	REPLACE PADS AND MACHINE ROTORS			BTL21	629	
Parts	Part Number	PO#	Note	Qty	List	Sell
	KIA 58101 3CA70			1		
	Tech 629 CROWELL, TOM		PAD SET-FR DISC BRAK			
Type: C	Line Flags: HAZ NOS			Subtotal		
				TOTAL CHARGE FOR CONCERN		199.95
Concern +26	CUSTOMER REQUEST REPLACEMENT OF DRIVE BELTS			Operation	Tech	Amount
Correction	REPLACE DRIVE BELTS			DRBELT	629	
Parts	Part Number	PO#	Note	Qty	List	Sell
	KIA 25212 37181			1		
	Tech 629 CROWELL, TOM		V-RIBBED BELT			
Type: C				Subtotal		
				TOTAL CHARGE FOR CONCERN		40.85
Concern 51	LT FRT DOOR LATCH INOP. PLEASE CHECK AND ADVISE			Operation	Tech	Amount
Cause	GAVE ESTIMATE			NC	629	0.00

CUSTOMER SIGNATURE X



1303 GALLATIN PIKE NORTH
MADISON, TN 37115
(615) 860-9888

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:00 am - 5:30 pm
Sat	8:00 am - 1:00 pm
Sun	Closed

P & A CODE:
STATE OF TENNESSEE
REGISTRATION # MV-

I acknowledge receipt of the parts and labor operations as listed below. Warranty information entitled "Disclaimer Of Warranty And Limitation Of Remedies" along with other information is listed on the back of this document. I have read the material printed on the back and agree to it as part of this contract the same as if it were printed above my signature.

Adv: AHQ STEVE GAY Tag: [REDACTED] License: 1 KNAGD1283 45 [REDACTED] Page: 2 Invoice: [REDACTED]

Invoice to: [REDACTED] Driver/Owner: [REDACTED]

Invoiced: 06/03/08 16:07:05 TW 04 KIA OPTIMA EX 4DR SDN PEARL WHIT

Correction	NO CHARGE Tech 629 CROWELL, TOM	
Type: C		Subtotal TOTAL CHARGE FOR CONCERN 0.00

Summary of Charges for Invoice [REDACTED]		Payment Distribution for Invoice [REDACTED]	
PARTS	255.60	TOTAL CHARGE	793.90
SUPPLIES	6.13		
HAZARDOUS WASTE CHG	3.00	CASH OR CHECK * 1010	793.90
DOCUMENT STORAGE FEE	1.97		
LAB-MECHANICAL	476.95		
SERVICE SPECIAL	16.80-		
SUB-TOTAL	726.85		
STATE TAX	67.05		
TOTAL CHARGE	793.90		

If you have any questions - please see STEVE GAY

Last Page

CUSTOMER SIGNATURE X



TANNER KIA of RIVERGATE

1303 Gallatin Rd. North
Madison, TN 37115
(615) 860-9888



CUSTOMER #	ADVISOR MARJORY CONDR	INVOICE DATE 04/30/05	INVOICE #
GALLATIN, TN	LABOR RATE	LICENSE #	MILEAGE 24,151
	VEHICLE DESCRIPTION 04/KIA/OPTIMA/EX 6CYL AUTO		COLOR PEARL WHITE
	SERIAL # K N A G D 1 2 8 3 4 5		STOCK # R299761
	FEDERAL TAX EXEMPT #		P.O.#
		DELIVERY DATE 06/11/04	DELIVERY MILES 519
		SELLING DEALER # 10	PRODUCTION DATE
		R.O. DATE 04/30/05	
COMMENTS			MO: 24151

LABOR & PARTS-----
J# 1 08K1Z ELECTRICAL UNITS: 0.80 TECH(S):15694 **WARRANTY**
 CUST STATES DIMMER NOT WORKING
 DIMMER SWITCH STICKING INTERMITTENT NOT DIMMING
 NEEDS MULTIFUNCTION SWITCH
 REPLACED MULTIFUNCTION SWITCH

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	
JOB # 1 1 93400-3C520 SWITCH ASSY-MULTIFU	WARRANTY 0.00
JOB # 1 TOTAL PARTS	
JOB # 1 TOTAL LABOR & PARTS 0.00	

J# 2 23K1B EXTERIOR REPAIRS UNITS: TECH(S):15694 **INTERNAL**
 CUST STATES GAS DOOR WILL OPEN BY ITSELF
 FUEL DOOR NEEDS ADJUSTING
 ADJUSTED DOOR. GOODWILL ADJUSTMENT. ADJUSTMENTS HAVE 12/12
 WARRANTY.

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

TOTALS-----

***** IMPORTANT MESSAGE *****	TOTAL LABOR....	0.00
YOU MAY RECEIVE A TELEPHONE SURVEY REGARDING SERVICE	TOTAL PARTS....	0.00
OF YOUR VEHICLE IN THE NEAR FUTURE. IF FOR ANY	TOTAL SUBLET...	0.00
REASON YOU CANNOT GRADE OUR PERFORMANCE	TOTAL G.O.G....	0.00
COMPLETELY SATISFIED CONTACT YOUR SERVICE ADVISOR	TOTAL MISC CHG.	0.00
AT*****615-860-9888	TOTAL MISC DISC	0.00
***** THANK YOU FOR YOUR HELP*****	TOTAL TAX.....	0.00

MAINTAINING AND REPAIRING YOUR VEHICLE INEVITABLY INVOLVES THE USE OF CHEMICALS AND GENERATION OF WASTE (SOLVENTS, OIL, CAUSTICS, LEAD, ASBASTOS, ETC) THAT MUST BE STORED, MANAGED AND DISPOSED OF IN STRICT COMPLIANCE WITH FEDERAL, STATE, AND LOCAL REGULATIONS. WE SUPPORT THESE REGULATIONS AND BELIEVE OUR CUSTOMERS DO TOO BECAUSE THEY KEEP OUR PLANET CLEAN AND SAFE FOR OUR FUTURE. Environmental Charges

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE _____

DISCLAIMER OF WARRANTY: All warranties on these parts are the manufacturer's. 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 these parts. This disclaimer by the seller, in no way affects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income or any other incidental damages.

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TANNER KIA of RIVERGATE

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CUSTOMER #	ADVISOR MARJORY CONDRA	TAG #	INVOICE DATE 08/06/04	INVOICE #
GALLATIN, TN	LABOR RATE	LICENSE #	COLOR PEARL WHITE	STOCK # R299761
	MILEAGE 4,678		DELIVERY DATE 06/11/04	DELIVERY MILES 519
	VEHICLE DESCRIPTION 04/KIA/OPTIMA/OPTIMA SE		SELLING DEALER # 10	PRODUCTION DATE
	SERIAL # K N A G D 1 2 8 3 4 5		FEDERAL TAX EXEMPT #	P. O. #
COMMENTS		R. O. DATE 08/06/04		

MO: 4678

LABOR & PARTS-----
 J# 1 26K1Z 3,000 MILE SERVICE UNITS: TECH(S):15600 7.00
 OIL & FILTER CHANGE
 RECOMMENDED MAINTENANCE
 PERFORMED SERVICE

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PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	PK3	OIL CHANGE SPECIAL	12.95	12.95	12.95
JOB # 1	1	26300-35501	FILTER ASSY-OIL	****	****	****
JOB # 1	5	OIL-	OIL	****	****	****
JOB # 1 TOTAL PARTS						12.95
JOB # 1 TOTAL LABOR & PARTS						19.95

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES/WASTE DISPOSAL		1.20
TOTAL - MISC				1.20

TOTALS-----

***** IMPORTANT MESSAGE *****	TOTAL LABOR....	7.00
YOU MAY RECEIVE A TELEPHONE SURVEY REGARDING SERVICE	TOTAL PARTS....	12.95
OF YOUR VEHICLE IN THE NEAR FUTURE. IF FOR ANY	TOTAL SUBLET...	0.00
REASON YOU CANNOT GRADE OUR PERFORMANCE	TOTAL G.O.G....	0.00
COMPLETELY SATISFIED CONTACT YOUR SERVICE ADVISOR	TOTAL MISC CHG.	1.20
AT*****615-860-9888	TOTAL MISC DISC	0.00
***** THANK YOU FOR YOUR HELP*****	TOTAL TAX.....	1.85

MAINTAINING AND REPAIRING YOUR VEHICLE INEVITABLY INVOLVES THE USE OF CHEMICALS AND GENERATION OF WASTE (SOLVENTS, OIL, CAUSTICS, LEAD, ASBASTOS, ETC) THAT MUST BE STORED, MANAGED AND DISPOSED OF IN STRICT COMPLIANCE WITH FEDERAL, STATE, AND LOCAL REGULATIONS. WE SUPPORT THESE REGULATIONS AND BELIEVE OUR CUSTOMERS DO TOO BECAUSE THEY KEEP OUR PLANET CLEAN AND SAFE FOR OUR FUTURE. Environmental Charges

TOTAL INVOICE \$ 23.00

AUG 6 2004

CUSTOMER SIGNATURE _____



TANNER KIA of RIVERGATE

1303 Gallatin Rd. North
Madison, TN 37115
(615) 860-9888



CUSTOMER #	ADVISOR MARJORY CONDRA	AG #	INVOICE DATE 06/10/05	INVOICE #
	LABOR RATE	LICENSE #	MILEAGE 27,170	COLOR PEARL WHITE
	VEHICLE DESCRIPTION 04/KIA/OPTIMA/EX 6CYL AUTO	DELIVERY DATE 06/11/04	DELIVERY MILES 519	STOCK # R299761
GALLATIN, TN	SERIAL # K N A G D 1 2 8 3 4 5	SELLING DEALER # 10	PRODUCTION DATE	
	FEDERAL TAX EXEMPT #	P.O.#	R.O. DATE 06/10/05	
	COMMENTS			MO: 27170

LABOR & PARTS
J# 1 00K1Z OIL & FILTER CHANGE UNITS: TECH(S):14950 7.00
OIL & FILTER CHANGE
RECOMMENDED MAINTENANCE
COMPLETED SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	26300-35501	FILTER ASSY-OIL	6.35	6.35	6.35
JOB # 1	4	OIL-	OIL	1.65	1.65	6.60
JOB # 1 TOTAL PARTS						12.95
JOB # 1 TOTAL LABOR & PARTS						19.95

DISCLAIMER OF WARRANTY: All warranties on these parts are the manufacturer's. 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 these parts. This disclaimer by the seller, in no way affects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income or any other incidental damages.

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES/WASTE DISPOSAL		1.20
TOTAL - MISC				1.20

TOTALS

***** IMPORTANT MESSAGE *****	TOTAL LABOR....	7.00
YOU MAY RECEIVE A TELEPHONE SURVEY REGARDING SERVICE OF YOUR VEHICLE IN THE NEAR FUTURE. IF FOR ANY REASON YOU CANNOT GRADE OUR PERFORMANCE COMPLETELY SATISFIED CONTACT YOUR SERVICE ADVISOR AT*****615-860-9888 ***** THANK YOU FOR YOUR HELP*****	TOTAL PARTS....	12.95
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	1.20
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	1.85

MAINTAINING AND REPAIRING YOUR VEHICLE INEVITABLY INVOLVES THE USE OF CHEMICALS AND GENERATION OF WASTE (SOLVENTS, OIL, CAUSTICS, LEAD, ASBESTOS, ETC) THAT MUST BE STORED, MANAGED AND DISPOSED OF IN STRICT COMPLIANCE WITH FEDERAL, STATE, AND LOCAL REGULATIONS. WE SUPPORT THESE REGULATIONS AND BELIEVE OUR CUSTOMERS DO TOO BECAUSE THEY KEEP OUR PLANET CLEAN AND SAFE FOR OUR FUTURE. Environmental Charges

TOTAL INVOICE \$ 23.00

CUSTOMER SIGNATURE

JUN 10 2005

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GUARANTEED SATISFACTION!

SERVICE HOURS

Mon - Fri 7:00 am - 8:00 pm
Sat 7:30 am - 5:00 pm
Sun 9:00 am - 5:00 pm

P & A CODE:

STATE OF TENNESSEE
REGISTRATION # MV-

I acknowledge receipt of the parts and labor operations as listed below. Warranty information entitled "Disclaimer Of Warranty And Limitation Of Remedies" along with other information is listed on the back of this document. I have read the material printed on the back and agree to it as part of this contract the same as if it were printed above my signature.

Adv: MARJORY CONDRRA Tag: [REDACTED] License: [REDACTED] VIN: KNAGD128345 [REDACTED] Page: 1 Invoice: [REDACTED]

Invoice to		Driver/Owner Information	
[REDACTED] GALLATIN, TN [REDACTED] Work: [REDACTED] Home: [REDACTED]		[REDACTED] GALLATIN, TN [REDACTED] Work: [REDACTED] Phone: [REDACTED]	
For Office Use		Vehicle Information	
Odometer in: 50932	Out:	Dist: KIA C C	Quote
04 KIA OPTIMA EX 4DR SDN PEARL WHIT			
Begin: 06/03/06	Done: 06/03/06	Invoiced: 06/03/06 13:28 MC	Sold: 06/11/04

Customer Concern				Operation	Tech	Amount
Concern 24	BASIC OIL AND FILTER CHANGE			LOF	541	
Correction	CHANGE OIL AND FILTER			Quantity	List	Sell
Parts	Part Number	PO#	Note	Description		
	KIA 26300 35502			FILTER ASSY-ENGINE O	1	
	KIA OIL			MOTOR OIL	1	
	KIA 21513 21000			GASKET-OIL PLUG	1	
	Tech 541 ESCUE, BRANDON					
Type: C	Line Flags: NOS			Subtotal		
				TOTAL CHARGE FOR CONCERN		19.95
Concern 51	CUST STATES RR TAIL LIGHT PUT AND FRONT FOG LIGHT OUT			Operation	Tech	Amount
Correction	REPLACED FOG LIGHT AND TAIL LIGHT			N99	541	25.00
Parts	Part Number	PO#	Note	Quantity	List	Sell
	KIA 18649 55009			1	32.47	32.47
	010 2357			1	2.50	1.89
	Tech 541 ESCUE, BRANDON					
Type: C				Subtotal		
				PARTS		34.36
				LAB-MECHANICAL		25.00
				TOTAL CHARGE FOR CONCERN		59.36

CUSTOMER SIGNATURE X [REDACTED]



1303 GALLATIN PIKE NORTH
 MADISON, TN 37115
 (615) 860-9888

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:00 am - 8:00 pm
Sat	7:30 am - 5:00 pm
Sun	9:00 am - 5:00 pm

P & A CODE:
 STATE OF TENNESSEE
 REGISTRATION # MV-

I acknowledge receipt of the parts and labor operations as listed below. Warranty information entitled "Disclaimer Of Warranty And Limitation Of Remedies" along with other information is listed on the back of this document. I have read the material printed on the back and agree to it as part of this contract the same as if it were printed above my signature.

Adv: MARJORY CONDRA	Tag: [REDACTED]	License: [REDACTED]	VIN: KNAGD1283 45 [REDACTED]	Page: 2	Invoice: [REDACTED]
Invoice to: [REDACTED]			Driver/Owner: [REDACTED]		
Invoiced: 06/03/06 13:28:44 MC			04 KIA OPTIMA EX 4DR SDN PEARL WHIT		
Summary of Charges for Invoice [REDACTED]			Payment Distribution for Invoice [REDACTED]		
PARTS	52.51	TOTAL CHARGE	95.11		
SUPPLIES	5.94				
DOCUMENT STORAGE FEE	1.97	CASH DUE	95.11		
LAB-MECHANICAL	33.95				
SERVICE SPECIAL ADJUSTMENT	7.15-				
SUB-TOTAL	87.22				
STATE TAX	7.89				
TOTAL CHARGE	95.11				

Last Page

CUSTOMER SIGNATURE X



1303 GALLATIN PIKE NORTH
MADISON, TN 37115
(615) 860-9888

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:00 am - 8:00 pm
Sat	7:30 am - 5:00 pm
Sun	9:00 am - 5:00 pm

P & A CODE:
STATE OF TENNESSEE
REGISTRATION # MV-

I acknowledge receipt of the parts and labor operations as listed below. Warranty information entitled "Disclaimer Of Warranty And Limitation Of Remedies" along with other information is listed on the back of this document. I have read the material printed on the back and agree to it as part of this contract the same as if it were printed above my signature.

Adv: LAYLA PHELPS		Tag: [REDACTED]	License: [REDACTED]	VIN: KNAGD1283 45 [REDACTED]	Page: 1	Invoice: [REDACTED]			
Invoice to			Driver/Owner Information						
[REDACTED] GALLATIN, TN [REDACTED] Home: [REDACTED]			[REDACTED] GALLATIN, TN [REDACTED] Home: [REDACTED]						
For Office Use			Vehicle Information						
Odometer in: 65373 Out:		Dist: KIA C C Quote		04 KIA OPTIMA EX 4DR SDN PEARL WHIT					
Begin: 01/12/07	Done: 01/12/07	Invoiced: 01/12/07 19:11 MC		Sold: 06/11/04					
Customer Concern									
Concern	51	CUSTOMER STATES CHANGE OIL AND FILTER \$19.99			Operation	Tech	Amount		
Correction		OIL AND FILTER CHANGE			N99	AFF	8.00		
Parts		Part Number	PO#	Note	Description	Quantity	List	Sell	Amount
		010	2630035502		OIL FILTER	1	6.45	3.35	3.35
		KIA	OIL		MOTOR OIL	5	3.02	1.60	8.00
		010	2151321000		DRAIN PLUG GASKET	1	1.85	.60	.60
		Tech	AFF	PARMER, RYAN					
Type: C		Line Flags: NOS			Subtotal				
PARTS							11.95		
LAB-MECHANICAL							8.00		
TOTAL CHARGE FOR CONCERN							19.95		
Summary of Charges for Invoice [REDACTED]				Payment Distribution for Invoice [REDACTED]					
PARTS	11.95	TOTAL CHARGE	23.77						
DOCUMENT STORAGE FEE	1.97	CASH OR CHECK * 1010	23.77						
LAB-MECHANICAL	8.00								
SUB-TOTAL	21.92								
STATE TAX	1.85								
TOTAL CHARGE	23.77								
Attention: Other Repair Orders on this vehicle:									
RO: 07033 Opened: 01/12/07 C - 01/12/07 (F)									
RO: 06998 Opened: 01/10/07									
Last Page									

CUSTOMER SIGNATURE X



1303 GALLATIN PIKE NORTH
MADISON, TN 37115
(615) 860-9888

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:00 am - 8:00 pm
Sat	7:30 am - 5:00 pm
Sun	9:00 am - 5:00 pm

P & A CODE:
STATE OF TENNESSEE
REGISTRATION # MV-

I acknowledge receipt of the parts and labor operations as listed below. Warranty information entitled "Disclaimer Of Warranty And Limitation Of Remedies" along with other information is listed on the back of this document. I have read the material printed on the back and agree to it as part of this contract the same as if it were printed above my signature.

Adv: MARJORY CONDRRA License: VIN: KNAGD1283 45 Page: 1 Invoice:

Invoice to		Driver/Owner Information	
GALLATIN, TN		GALLATIN, TN	
For Office Use		Vehicle Information	
Odometer in: 65373	Out:	Dist: KIA I I	Quote 04 KIA OPTIMA EX 4DR SDN PEARL WHIT
Begin: 01/11/07	Done: 01/11/07	Invoiced: 01/12/07 08:18 AJ	Sold: 06/11/04

Quote after Final Bill				Reprinted 1 times			
Concern .51	REPLACED HEADLAMP ASSEMBLY			Operation	Tech	Units	Amount
Correction	REPLACED HEADLAMP ASSEMBLY-GOODWILL THROUGH DEALERSHIP.			NOCHARGE	AFF	.0	.00
Parts	Part Number	PO#	Note	Quantity	List	Sell	
	KIA 92102 3C550			1	260.10	151.22	151.22
	Tech AFF PARMER, RYAN			Subtotal			
Type: I	Line Flags: NOS			PARTS			151.22
				TOTAL CHARGE FOR CONCERN			151.22

Summary of Charges for Invoice		Payment Distribution for Invoice	
PARTS	151.22	TOTAL CHARGE	153.19
DOCUMENT STORAGE FEE	1.97		
TOTAL CHARGE	153.19	SERVICE POLICY *7750	153.19

Called & left message at 5:00pm 1-11-07. (LP) Last Page

CUSTOMER SIGNATURE X



1303 GALLATIN PIKE NORTH
MADISON, TN 37115
(615) 860-9888

GUARANTEED SATISFACTION!

SERVICE HOURS

Mon - Fri 7:00 am - 8:00 pm
Sat 7:30 am - 5:00 pm
Sun 9:00 am - 5:00 pm

P & A CODE:

STATE OF TENNESSEE
REGISTRATION # MV-

I acknowledge receipt of the parts and labor operations as listed below. Warranty information entitled "Disclaimer Of Warranty And Limitation Of Remedies" along with other information is listed on the back of this document. I have read the material printed on the back and agree to it as part of this contract the same as if it were printed above my signature.

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE:

GALLATIN TN
WORK: HOME:

GALLATIN TN
WORK: HOME:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0884 ADV: AAJ CONDR, M INVOICE: QUOTE C C W MC VIN KNAGD128345 LICENSE NUMBER:
TAX RULES: YNINY INVOICED: 02/20/2006 15:23:06 04 KIA OPTIMA EX 4DR SDN PEARL WHIT
ODOMETER IN: 43615 DIST: KIA DATES SOLD: 061104
DATES BEGIN: 02/20/06 DONE: 02/20/06

CONCERN 24 CUSTOMER REQUEST MOC AUTO TRANS FLUSH SERVICE 10 QTS SPIII OPERATION TECH AMOUNT
CORRECTION PERFORMED MOC AUTO TRANS FLUSH SERVICE TF 282
COMMENT COMPLETED SERVICE
PART NUMBER PO# NOTE DESCRIPTION QTY LIST SELL
KIA UM010 CH002 SPIII ATF 10
010 01941 ATF FLUSH KIT(2PK) 1
FACTORY TECH: 282 - KEEN, HAL
TYPE: C TOTAL CHARGE FOR CONCERN 134.95

CONCERN 25 BASIC OIL AND FILTER CHANGE OPERATION TECH AMOUNT
CORRECTION CHANGE OIL AND FILTER LOF 282
PART NUMBER PO# NOTE DESCRIPTION QTY LIST SELL
KIA 26300 35502 FILTER ASSY-ENGINE O 1
KIA OIL MOTOR OIL 4
KIA 21513 21000 GASKET-OIL PLUG 1
FACTORY TECH: 282 - KEEN, HAL
TYPE: C LINE FLAGS: NOS TOTAL CHARGE FOR CONCERN 19.95

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE
PARTS 166.21 PAYMENT DISTRIBUTION FOR INVOICE C02809
SUPPLIES 19.51 TOTAL CHARGE 190.54
LAB-MECHANICAL 66.37 CASH DUE 190.54
SERVICE SPECIAL ADJUSTMENT 77.68-
SUB-TOTAL 174.41
STATE TAX 16.13
TOTAL CHARGE 190.54

CUSTOMER SIGNATURE X

CUSTOMER

89130

ON LINE SERVICE INVOICING BY UCS © 1979



1303 GALLATIN PIKE NORTH
MADISON, TN 37115
(615) 860-9888

GUARANTEED SATISFACTION!

SERVICE HOURS

Mon - Fri 7:00 am - 8:00 pm
Sat 7:30 am - 5:00 pm
Sun 9:00 am - 5:00 pm

P & A CODE:

STATE OF TENNESSEE
REGISTRATION # MV-

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INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE:

FOR OFFICE USE

VEHICLE INFORMATION

TAG ADV: AAJ CONDRA, INVOICED: 02/20/2006 15:23:06 MC 04 OPTIMA PEARL WHIT LICENSE NUMBER:

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
W - WARRANTY

PAGE 2
LAST PAGE

CUSTOMER SIGNATURE X

CUSTOMER

99190 ON LINE SERVICE INVOICING BY UCS © 1979

Carnival of Rivergate **KIA**

1303 GALLATIN PIKE NORTH
MADISON, TN 37115
(615) 860-9888

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:00 am - 5:30 pm
Sat	8:00 am - 2:00 pm
Sun	Closed

P & A CODE:

STATE OF TENNESSEE
REGISTRATION # MV-

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Adv: AHQ STEVE GAY	Tag: [REDACTED]	License: [REDACTED]	KNAGD1283 45 [REDACTED]	Page: 1	Invoice: [REDACTED]	
Invoice to			Driver/Owner Information			
[REDACTED] GALLATIN, TN [REDACTED] Email: [REDACTED] Work: [REDACTED] Home: [REDACTED]			[REDACTED] GALLATIN, TN [REDACTED] Email: [REDACTED] Work: [REDACTED] Home: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 89553 Out: 89553		Dist: KIA C S C Quote		04 KIA OPTIMA-EX 4DR SDN PEARL WHIT		
Begin: 06/23/08 Done: 06/23/08		Invoiced: 06/23/08 14:46 SG		Sold: 06/11/04		
Customer Concern						
Concern 51	C/S STATES DOOR AJAR LITE ON. NEEDS RT FRT SWITCH PER TOM. ALSO CHECK FOR BELT SQUEEK. WE INSTALLED NEW T-BELT			Operation	Tech	Amount
Correction	REPLACED DOOR AJAR SWITCH			00	629	28.05
Parts	Part Number	PO#	Note	Qty	List	Sell
	KIA 93560 25100		SWITCH ASSY-DR	1	9.09	9.09
	Tech 629 CROWELL, TOM					
Type: C				Subtotal		
				PARTS		9.09
				LAB-MECHANICAL		28.05
				TOTAL CHARGE FOR CONCERN		37.14
Summary of Charges for Invoice [REDACTED]			Payment Distribution for Invoice [REDACTED]			
PARTS	9.09	TOTAL CHARGE		48.63		
SUPPLIES	5.57	 CASH OR CHECK * 1010		48.63		
DOCUMENT STORAGE FEE	1.97					
LAB-MECHANICAL	28.05					
SUB-TOTAL	44.68					
STATE TAX	3.95					
TOTAL CHARGE	48.63					
Attention: The following Invoices also exist SPC - CUSTOMER						
If you have any questions - please see STEVE GAY						
					Last Page	

CUSTOMER SIGNATURE X



1303 GALLATIN PIKE NORTH
MADISON, TN 37115
(615) 860-9888

GUARANTEED SATISFACTION!

SERVICE HOURS

Mon - Fri 7:00 am - 5:30 pm
Sat 8:00 am - 2:00 pm
Sun Closed

P & A CODE:

STATE OF TENNESSEE
REGISTRATION # MV-

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Adv: AHQ STEVE GAY Tag: [REDACTED] License: [REDACTED] KNAGD1283 45 [REDACTED] Page: 1 Invoice: [REDACTED]

Invoice to	Driver/Owner Information
[REDACTED] GALLATIN, TN [REDACTED] Email: [REDACTED] Work: [REDACTED] Home: [REDACTED]	[REDACTED] GALLATIN, TN [REDACTED] Email: [REDACTED] Work: [REDACTED] Home: [REDACTED]

For Office Use	Vehicle Information
Odometer in: 89553 Out: 89553 Begin: 06/23/08 Done: 06/23/08	Dist: KIA SPC S C Quote 04 KIA OPTIMA EX 4DR SDN PEARL WHIT Invoiced: 06/23/08 14:46 SG Sold: 06/11/04

Customer Concern							
Concern 24	BASIC OIL AND FILTER CHANGE				Operation	Tech	Amount
Correction	CHANGE OIL AND FILTER				LOF	629	
Parts	Part Number	PO#	Note	Description	Qty	List	Sell
	KIA 26300 35503			FILTER ASSY-ENGINE	1		
	KIA OIL			MOTOR OIL	5		
	Tech 629 CROWELL, TOM						
Type: SPC	Line Flags: HAZ NOS				Subtotal		
						TOTAL CHARGE FOR CONCERN	24.95

Summary of Charges for Invoice [REDACTED]	Payment Distribution for Invoice [REDACTED]
PARTS 14.50	TOTAL CHARGE 30.87
HAZARDOUS WASTE CHG 1.50	
SERVICE-HISTORY ADM 1.97	CASH OR CHECK * 1010 30.87
LAB-MECHANICAL 10.45	
SUB-TOTAL 28.42	
STATE TAX 2.45	
TOTAL CHARGE 30.87	

Attention: The following Invoices also exist
C - CUSTOMER

If you have any questions - please see STEVE GAY

Last Page

CUSTOMER SIGNATURE X



1303 GALLATIN PIKE NORTH
MADISON, TN 37115
(615) 860-9888

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:00 am - 5:30 pm
Sat	8:00 am - 1:00 pm
Sun	Closed

P & A CODE:
STATE OF TENNESSEE
REGISTRATION # MV-

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Adv: LAYLA PHELPS Tag: [REDACTED] License: [REDACTED] KNAGD1283 45 [REDACTED] Page: 1 Invoice: [REDACTED]

Invoice to	Driver/Owner Information
------------	--------------------------

[REDACTED] GALLATIN, TN [REDACTED] Work: [REDACTED] Home: [REDACTED]	[REDACTED] GALLATIN, TN [REDACTED] Work: [REDACTED] Home: [REDACTED]
--	--

For Office Use	Vehicle Information
----------------	---------------------

Odometer in: 75485 Out: [REDACTED] Dist: KIA C C Quote	04 KIA OPTIMA EX 4DR SDN PEARL WHIT
Begin: 09/20/07 Done: 09/20/07 Invoiced: 09/20/07 10:15 TW	Sold: 06/11/04

Customer Concern

Concern	24	BASIC OIL AND FILTER CHANGE	Operation	Tech	Amount
Correction		CHANGE OIL AND FILTER	LOF	AGY	
Parts		Part Number PO# Note Description	Quantity	List	Sell
		KIA 26300 35502 FILTER ASSY-ENGINE O	1		
		KIA OIL MOTOR OIL	4		
		Tech AGY WOOTEN, JOSH			
Type: SPC	Line Flags: NOS		Subtotal		
					TOTAL CHARGE FOR CONCERN 19.99

Summary of Charges for Invoice [REDACTED]	Payment Distribution for Invoice [REDACTED]
---	---

PARTS 11.95	TOTAL CHARGE 23.81
DOCUMENT STORAGE FEE 1.97	
LAB-MECHANICAL 8.04	CASH OR CHECK * 1010 23.81
SUB-TOTAL 21.96	
STATE TAX -1.85	
TOTAL CHARGE 23.81	

Attention: Other Repair Orders on this vehicle:
RO: 11400 Opened: 09/20/07

Last Page

CUSTOMER SIGNATURE X



1303 GALLATIN PIKE NORTH
MADISON, TN 37115
(615) 860-9888

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:00 am - 5:30 pm
Sat	8:00 am - 2:00 pm
Sun	Closed

P & A CODE:

STATE OF TENNESSEE
REGISTRATION # MV-

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Adv: AGN BEN AREHART	Tag: [REDACTED]	License: [REDACTED]	KNAGD1283 45 [REDACTED]	Page: 1	Invoice: [REDACTED]	
Invoice to			Driver/Owner Information			
[REDACTED] GALLATIN, TN [REDACTED] Email: [REDACTED] Work: [REDACTED] Home: [REDACTED]			[REDACTED] GALLATIN, TN [REDACTED] Email: [REDACTED] Work: [REDACTED] Home: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 96917	Out: 96917	Dist: KIA SPC S	Prelim	04 KIA OPTIMA EX 4DR SDN PEARL WHIT		
Begin: 10/18/08	Done: 10/18/08	Invoiced: 10/18/08 12:59 GA		Sold: 06/11/04		
Customer Waiting						
Concern 51	C/REQUEST REPLACE LEFT HEADLIGHT BULB			Operation	Tech	Amount
Correction	REPLAED LEFT SIDE HEADLIGHT BULB			BULB	629	46.70
Parts	Part Number	PO#	Note	Qty	List	Sell
	KIA 18647 55007L			1	15.37	15.37
	Tech 629 CROWELL, TOM					
Type: SPC					Subtotal	
					PARTS	15.37
					LAB-MECHANICAL	46.70
					TOTAL CHARGE FOR CONCERN	62.07
Summary of Charges for Invoice [REDACTED]			Payment Distribution for Invoice [REDACTED]			
PARTS	15.37	TOTAL CHARGE		79.96		
SUPPLIES	9.32	CASH OR CHECK * 1010		79.96		
SERVICE-HISTORY ADM	1.97					
LAB-MECHANICAL	46.70					
SUB-TOTAL	73.36					
STATE TAX	6.60					
TOTAL CHARGE	79.96					
Customer Waiting						
If you have any questions - please see BEN AREHART					Last Page	

CUSTOMER SIGNATURE X

ADDITIONAL INFORMATION, TERMS AND CONDITIONS

GUARANTEE: TIME AND MILEAGE

Original equipment parts (OEM) installed by the Dealer are covered for repair or replacement if failure occurs due to defective material or workmanship under normal use. Failures or damages resulting from misuse, negligence, accidents, or modification, are not covered. The coverage period is twelve (12) months or twelve (12) thousand miles, whichever should occur first unless otherwise stated.

DISCLAIMER OF WARRANTY AND LIMITATION OF REMEDIES:

I UNDERSTAND THAT THE DEALER MAKES NO WARRANTIES WHETHER EXPRESSED OR IMPLIED AS TO THE SERVICE OR GOOD CONTAINED HEREIN OTHER THAN THOSE OF THE MANUFACTURER. I UNDERSTAND THAT THE DEALER DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND/OR WORKMANSHIP. I ACKNOWLEDGE THAT THE SELLER DOES NOT ADOPT THE MANUFACTURER'S WARRANTY BY PERFORMING THESE SERVICES OR REPAIRS AND THAT I HAVE NO RIGHT TO MAKE ANY CLAIM TO THE DEALER FOR THE PERFORMANCE OF THESE SERVICES OR REPAIRS UNDER ANY AGREEMENT BETWEEN THE DEALER AND THE MANUFACTURER. I UNDERSTAND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE OR THE PRODUCTS OR SERVICES CONTAINED HEREIN.

SELLER AND BUYER AGREE THAT DAMAGES SHALL BE LIMITED TO REPAIR OR REPLACEMENT OF ANY GOOD OR SERVICE IN DISPUTE. SELLER AND BUYER AGREE THAT THIS IS THE SOLE AND EXCLUSIVE REMEDY AND THAT ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE EXCLUDED.

DISPUTE RESOLUTION:

THE PARTIES AGREE THAT ANY CLAIM OR DISPUTE BASED UPON, RELATED TO, OR ARISING DIRECTLY OR INDIRECTLY FROM THIS TRANSACTION, ANY COURSE OR CONDUCT, COURSE OF DEALING, RELATIONSHIP, STATEMENTS (WHETHER VERBAL OR WRITTEN), ACTIONS OR OMISSIONS OF ANY PARTY, ANY TORT, PUNITIVE DAMAGES, ATTORNEYS' FEES AND COSTS, THE ARBITRABILITY OF CLAIMS OR DISPUTES, OR ANY OTHER CLAIM OR DISPUTE THE PARTIES MAY HAVE, WHETHER BASED IN LAW OR EQUITY, SHALL BE SUBMITTED TO JUDICIAL ALTERNATIVES, INC. FOR DETERMINATION BY BINDING ARBITRATION PURSUANT TO RULES OF JUDICIAL ALTERNATIVES, INC. EFFECTIVE ON THE DATE THAT THE DISPUTE IS SUBMITTED. THIS PROCEDURE SHALL BE IN CONFORMANCE WITH FLORIDA STATUTES, CHAPTER 682. THE AWARD RENDERED BY THE ARBITRATOR SHALL BE FINAL AND BINDING AND JUDGEMENT MAY BE ENTERED UPON IT.

Except in the case of a check, notice to the parties shall be sufficient if mailed to the address shown on the face hereof.

The parties agree that before submitting the claim or dispute to binding arbitration, they will submit to **MEDIATION**, except that prior mediation shall not be required for a dishonored check, draft, or order of payment. Each party shall notify the other party in writing of any claim, dispute or issue it has against the other party at least 20 days before filing for mediation. The purpose of this notice is to advise the other party of the claim, dispute or issue and to give the parties an opportunity to resolve the claim, dispute or issue before filing for mediation. If requested by either party, the parties agree to meet to discuss the claim, dispute or issue within such 20 day period. Notice to me shall be deemed sufficient if made by mail to the address provided on the front of this page. Notices regarding change of address shall be sent to the other party in writing in the same manner. My notice to you regarding change of address must contain the VIN number of the vehicle to be effective. Arbitration is authorized pursuant to 9 U.S.C. s. 1 et seq. and Chapter 682, Florida Statutes.

DISHONORED CHECKS, DRAFTS, ORDERS OF PAYMENT:

The payee, his assigns, or a holder of the check, draft, or order of payment may bring an arbitration action against the maker of drawer of the check, draft, or order to be decided by **BINDING ARBITRATION** as provided above.

Every remedy available under Florida law, including without limitation, triple damages pursuant to Florida Statute s.68.065, shall be available in arbitration.

The maker or drawer of the check, draft or order will be responsible for the expenses associated with the arbitration procedure, including legal fees and costs. The arbitrator shall determine the amount of legal fees and costs for which the maker or drawer is liable.

The parties agree that notice relating to the initiation, continuation or decision of the arbitration procedure, or any court action including obtaining a judgement, shall be effective as to the maker or drawer if mailed to the address on the check, draft or order whether or not it is actually received. The date of notice shall be the date of mailing.

The payee or its agents or assigns is authorized to make inquiries regarding the maker or drawer with credit reporting agencies, and further authorized the release of that information from credit reporting agencies, until the maker's or drawer's obligation under the check, draft, or order and this agreement any award or judgement is satisfied.

MEANING OF WORDS: The terms "you", "your", "yours", and "Seller" means the Selling Dealer, its employees and agents. The terms "I", "me", "my", and "mine" means the owner, lessee and/or bailee of the vehicle, customer, buyer, and the person signing and/or authorizing this Agreement. The term "parties" means me and you.

SUMMONS COPY

COURT DOCKET #	COURT DOCKET #	COURT DOCKET #
----------------	----------------	----------------

GALLATIN POLICE DEPARTMENT • GALLATIN, TENNESSEE

THE UNDERSIGNED, BEING DULY SWORN, UPON HIS OATH DEPOSES AND SAYS:

D E F E N D A N T	[REDACTED]		
	CITY, STATE, ZIP CODE GALLATIN TN		
	SEX M	RACE B	TELEPHONE NUMBER
	CITATION DATE MONTH: 12 DAY: 29 YEAR: 00	STATE TN	
	COMMERCIAL VEHICLE YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	CLASS	
TIME 1:53 P.M.	STATE TN		
VEHICLE MAKE AFA	BODY TYPE COT. MA 7-0	COLOR WHITE	
LOCATION MURKIN / RIVAN			

YOU ARE HEREBY SUMMONED TO APPEAR PERSONALLY BEFORE THE JUDGE OF THE COURT DESIGNATED BELOW:

<input checked="" type="checkbox"/> GALLATIN CITY COURT 132 WEST MAIN ST., ROOM 111 CITY HALL GALLATIN, TN 37066 PHONE (615) 452-5400	<input checked="" type="checkbox"/> SUMNER COUNTY GENERAL SESSIONS COURT DIVISION I & DIVISION II 117 WEST SMITH STREET GALLATIN, TN 37066 PHONE (615) 452-4310
---	---

AT 12 A.M. P.M. ON 29 THE 12 DAY OF DECEMBER, 2000

A	55-8-152 RADAR / SPEEDING	MPH IN A	MPH ZONE	OFFENSE			
B	RECKLESS DRIVING 55-10-205	C	IMPROPER PASSING	D	VIOLATION REGISTRATION 55-4-101 (A)(1)	F	RAN STOP LIGHT 55-8-110
	CARELESS DRIVING 16-101	G	CHILD RESTRAINT 55-9-602 (A)(2)	H	VIOLATION DRIVER LICENSE LAW	I	REV. SUS. CAN 55-50-504
J	RAN STOP SIGN 55-8-149	K	FAILURE TO YIELD	L	VIOLATION SEAT BELT LAW 55-9-603 (A)(1)	N	VIOLATION LIGHT LAW 55-9-402
O	VIOLATION OF FINANCIAL RESPONSIBILITY LAW 55-12-139	U	LOUD MUSIC 10-89	V	EQUIPMENT VIOLATION	W	FOLLOWING TOO CLOSELY 55-8-124

MISDEMEANOR VIOLATION
OFFENSE: 17 MARK 12 NS
TO WIT: _____

NON-APPEARANCE AMOUNT \$ <u>0</u>	OFFICER SIGNATURE / ID <u>A. WOOD 3100</u>				
DISPOSITION	DISPOSITION				
DATE	AMOUNT PAID	RECEIPT NO.	DATE	AMOUNT PAID	RECEIPT NO.

ADA FOR ASSISTANCE CALL 615-451-6023
I PROMISE TO APPEAR IN DESIGNATED COURT OR PAY THE NON-APPEARANCE AMOUNT. THIS CITATION SHALL IN ALL RESPECTS BE TREATED AS A WARRANT SERVED UPON ME IN ACCORDANCE WITH STATE STATUTE OR MUNICIPAL ORDINANCE. I UNDERSTAND THAT MY FAILURE TO RESPOND TO THIS CITATION IS A SEPARATE OFFENSE PUNISHABLE BY LAW.
 YOU ARE HEREBY COMMANDED AND AGREE TO APPEAR AT THE SUMNER COUNTY SHERIFF DEPARTMENT AT _____ A.M. / P.M. ON _____ 20____ TO BE BOOKED AND PROCESSED. FAILURE TO APPEAR AT THE APPOINTED TIME AND PLACE CONSTITUTES A SEPARATE OFFENSE PUNISHABLE BY IMPRISONMENT AND / OR FINE OR BOTH IN THE DISCRETION OF THE COURT. (INITIALS OF DEFENDANT) _____

SIGNED X _____
NOT AN ADMISSION OF GUILT

(R)

Adv: MARJORY CONDRA Tag: [REDACTED] License: [REDACTED] VIN: KNAGD128345 [REDACTED] Page: 1 Invoice: [REDACTED]

Invoice to		Driver/Owner Information	
[REDACTED] GALLATIN, TN [REDACTED] Work: [REDACTED] Home: [REDACTED]		[REDACTED] GALLATIN, TN [REDACTED] Work: [REDACTED] Home: [REDACTED]	
For Office Use		Vehicle Information	
Odometer in: 50932	Out:	Dist: KIA C C	Final
04 KIA OPTIMA EX 4DR SDN PEARL WHIT			
Begin: 06/03/06	Done: 06/05/06	Invoiced: 06/05/06 13:06 MC	Sold: 06/11/04

Customer Concern				Operation	Tech	Amount
Concern 24	BASIC OIL AND FILTER CHANGE			LOF	541	
Correction	CHANGE OIL AND FILTER			Quantity	List	Sell
Parts	Part Number	PO#	Note	Description		
	KIA 26300 35502			FILTER ASSY-ENGINE O	1	
	KIA OIL			MOTOR OIL	1	
	KIA 21513 21000			GASKET-OIL PLUG	1	
	Tech 541	ESCUE, BRANDON				
Type: C	Line Flags: NOS			Subtotal		
				TOTAL CHARGE FOR CONCERN		19.95
Concern 51	CUST STATES RR TAIL LIGHT PUT AND FRONT FOG LIGHT OUT			Operation	Tech	Amount
Correction	REPLACED FOG LIGHT AND TAIL LIGHT			N99	541	25.00
Parts	Part Number	PO#	Note	Description	Quantity	List Sell
	KIA 18649 55009			BULB	1	32.47 32.47
	010 2357			BRAKE LIGHT BULB	1	2.50 1.89
	Tech 541	ESCUE, BRANDON				
Type: C				Subtotal		
				PARTS		34.36
				LAB-MECHANICAL		25.00
				TOTAL CHARGE FOR CONCERN		59.36

Adv: MARJORY CONDRA	Tag: [REDACTED]	License: [REDACTED]	VIN: KNAGD1283 45 [REDACTED]	Page: 2	Invoice: [REDACTED]
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Invoice to: [REDACTED]	Driver/Owner: [REDACTED]
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Invoiced: 06/05/06 13:06:29 MC	04 KIA OPTIMA EX 4DR.SDN PEARL WHIT
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Summary of Charges for Invoice [REDACTED]		Payment Distribution for Invoice [REDACTED]	
PARTS	52.51	TOTAL CHARGE	95.11
SUPPLIES	5.94		
DOCUMENT STORAGE FEE	1.97	CHECK RECEIVED Chk# 001121	95.11
LAB-MECHANICAL	33.95		
SERVICE SPECIAL ADJUSTMENT	7.15-		
SUB-TOTAL	87.22		
STATE TAX	7.89		
TOTAL CHARGE	95.11		

Last Page



1303 GALLATIN PIKE NORTH
MADISON, TN 37115
(615) 860-9888

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:00 am - 5:30 pm
Sat	8:00 am - 2:00 pm
Sun	Closed

P & A CODE:
STATE OF TENNESSEE
REGISTRATION # MV-

I acknowledge receipt of the parts and labor operations as listed below. Warranty information entitled "Disclaimer Of Warranty And Limitation Of Remedies" along with other information is listed on the back of this document. I have read the material printed on the back and agree to it as part of this contract the same as if it were printed above my signature.

Adv: AGN BEN AREHART	Tag: [REDACTED] license: [REDACTED]	KNAGD1283 45 [REDACTED]	Page: 1	Invoice: [REDACTED]
Invoice to		Driver/Owner Information		
[REDACTED] GALLATIN, TN [REDACTED] Email: [REDACTED] Work: [REDACTED]		[REDACTED] GALLATIN, TN [REDACTED] Email: [REDACTED] Work: [REDACTED] Home: [REDACTED]		
For Office Use		Vehicle Information		
Odometer in: 96917	Out: 96917	Dist: KIA SPC S	Prelim	04 KIA OPTIMA EX 4DR SDN PEARL WHIT
Begin: 10/18/08	Done: 10/18/08	Invoiced: 10/18/08 12:59	GA	Sold: 06/11/04

Customer Waiting

Concern	Correction	Parts	Type: SPC	Description	Operation	Tech	Amount
51				C/REQUEST REPLACE LEFT HEADLIGHT BULB	BULB	629	46.70
				REPLAED LEFT SIDE HEADLIGHT BULB	Qty	List	Sell
				Part Number	1	15.37	15.37
				PO#			
				Note			
				Description			
				BULB			
				KIA 18647 55007L			
				Tech 629 CROWELL, TOM			
						Subtotal	
							15.37
							46.70
							TOTAL CHARGE FOR CONCERN 62.07

Summary of Charges for Invoice [REDACTED]		Payment Distribution for Invoice [REDACTED]	
PARTS	15.37	TOTAL CHARGE	79.96
SUPPLIES	9.32		
SERVICE-HISTORY ADM	1.97	CASH OR CHECK * 1010	79.96
LAB-MECHANICAL	46.70		
SUB-TOTAL	73.36		
STATE TAX	6.60		
TOTAL CHARGE	79.96		

Customer Waiting

If you have any questions - please see BEN AREHART

Last Page

CUSTOMER SIGNATURE: X

CUSTOMER

ADDITIONAL INFORMATION, TERMS AND CONDITIONS

GUARANTEE: TIME AND MILEAGE

Original equipment parts (OEM) installed by the Dealer are covered for repair or replacement if failure occurs due to defective material or workmanship under normal use. Failures or damages resulting from misuse, negligence, accidents, or modification, are not covered. The coverage period is twelve (12) months or twelve (12) thousand miles, whichever should occur first unless otherwise stated.

DISCLAIMER OF WARRANTY AND LIMITATION OF REMEDIES:

I UNDERSTAND THAT THE DEALER MAKES NO WARRANTIES WHETHER EXPRESSED OR IMPLIED AS TO THE SERVICE OR GOOD CONTAINED HEREIN OTHER THAN THOSE OF THE MANUFACTURER. I UNDERSTAND THAT THE DEALER DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND/OR WORKMANSHIP. I ACKNOWLEDGE THAT THE SELLER DOES NOT ADOPT THE MANUFACTURER'S WARRANTY BY PERFORMING THESE SERVICES OR REPAIRS AND THAT I HAVE NO RIGHT TO MAKE ANY CLAIM TO THE DEALER FOR THE PERFORMANCE OF THESE SERVICES OR REPAIRS UNDER ANY AGREEMENT BETWEEN THE DEALER AND THE MANUFACTURER. I UNDERSTAND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE OR THE PRODUCTS OR SERVICES CONTAINED HEREIN.

SELLER AND BUYER AGREE THAT DAMAGES SHALL BE LIMITED TO REPAIR OR REPLACEMENT OF ANY GOOD OR SERVICE IN DISPUTE. SELLER AND BUYER AGREE THAT THIS IS THE SOLE AND EXCLUSIVE REMEDY AND THAT ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE EXCLUDED.

DISPUTE RESOLUTION:

THE PARTIES AGREE THAT ANY CLAIM OR DISPUTE BASED UPON, RELATED TO, OR ARISING DIRECTLY OR INDIRECTLY FROM THIS TRANSACTION, ANY COURSE OR CONDUCT, COURSE OF DEALING, RELATIONSHIP, STATEMENTS (WHETHER VERBAL OR WRITTEN), ACTIONS OR OMISSIONS OF ANY PARTY, ANY TORT, PUNITIVE DAMAGES, ATTORNEYS' FEES AND COSTS, THE ARBITRABILITY OF CLAIMS OR DISPUTES, OR ANY OTHER CLAIM OR DISPUTE THE PARTIES MAY HAVE, WHETHER BASED IN LAW OR EQUITY, SHALL BE SUBMITTED TO JUDICIAL ALTERNATIVES, INC. FOR DETERMINATION BY BINDING ARBITRATION PURSUANT TO RULES OF JUDICIAL ALTERNATIVES, INC. EFFECTIVE ON THE DATE THAT THE DISPUTE IS SUBMITTED. THIS PROCEDURE SHALL BE IN CONFORMANCE WITH FLORIDA STATUTES, CHAPTER 682. THE AWARD RENDERED BY THE ARBITRATOR SHALL BE FINAL AND BINDING AND JUDGEMENT MAY BE ENTERED UPON IT.

Except in the case of a check, notice to the parties shall be sufficient if mailed to the address shown on the face hereof.

The parties agree that before submitting the claim or dispute to binding arbitration, they will submit to **MEDIATION**, except that prior mediation shall not be required for a dishonored check, draft, or order of payment. Each party shall notify the other party in writing of any claim, dispute or issue it has against the other party at least 20 days before filing for mediation. The purpose of this notice is to advise the other party of the claim, dispute or issue and to give the parties an opportunity to resolve the claim, dispute or issue before filing for mediation. If requested by either party, the parties agree to meet to discuss the claim, dispute or issue within such 20 day period. Notice to me shall be deemed sufficient if made by mail to the address provided on the front of this page. Notices regarding change of address shall be sent to the other party in writing in the same manner. My notice to you regarding change of address must contain the VIN number of the vehicle to be effective. Arbitration is authorized pursuant to 9 U.S.C. s. 1 et seq. and Chapter 682, Florida Statutes.

DISHONORED CHECKS, DRAFTS, ORDERS OF PAYMENT:

The payee, his assigns, or a holder of the check, draft, or order of payment may bring an arbitration action against the maker of drawer of the check, draft, or order to be decided by **BINDING ARBITRATION** as provided above.

Every remedy available under Florida law, including without limitation, triple damages pursuant to Florida Statute s.68.065, shall be available in arbitration.

The maker or drawer of the check, draft or order will be responsible for the expenses associated with the arbitration procedure, including legal fees and costs. The arbitrator shall determine the amount of legal fees and costs for which the maker or drawer is liable.

The parties agree that notice relating to the initiation, continuation or decision of the arbitration procedure, or any court action including obtaining a judgement, shall be effective as to the maker or drawer if mailed to the address on the check, draft or order whether or not it is actually received. The date of notice shall be the date of mailing.

The payee or its agents or assigns is authorized to make inquiries regarding the maker or drawer with credit reporting agencies, and further authorized the release of that information from credit reporting agencies, until the maker's or drawer's obligation under the check, draft, or order and this agreement any award or judgement is satisfied.

MEANING OF WORDS: The terms "you", "your", "yours", and "Seller" means the Selling Dealer, its employees and agents. The terms "I", "me", "my", and "mine" means the owner, lessee and/or bailee of the vehicle, customer, buyer, and the person signing and/or authorizing this Agreement. The term "parties" means me and you.