

FEB 23 2011

Page 1 or 2

Narrative description of incidents, continued:

Form O.M.B. 2127-
0008

I, [REDACTED], purchased my 2007 Kia Rondo from Garvey's Kia, Queensbury, NY in March of 2007. I immediately noticed that when approaching or following other vehicles from the rear, a lot of the drivers would reach up and adjust the rear view mirrors as I got closer to them. I believed that the lights must just be adjusted too high and that I would have them re-aimed when I had it back to the Dealer for any future repairs. As I continued to drive my Kia, I observed that upon deceleration, as in coming off ramps from the Interstate, the headlights would flicker continually with the RPM's of the engine. I knew that this problem was not a normal vehicle condition, and would have to be addressed. Upon moving to the Capital District of New York, I decided to have the issue looked at with the closest Kia dealership, Fucillo KIA on Route 5 in Schenectady, NY. The dealership looked into the problem, and the technicians were not able to observe the problem as I described it because it was always light outside and it needed to be driven to see the problem occur.

I asked the Service Manager Rick Grugan to take a ride with me after dark to show him the problem. I was able to replicate the flashing of the headlights and he acknowledged being able to see it happening. On another occasion, I took the technician, "Rishi", (I'm not sure of this last name,) for a test drive and he too was able to see the flashing of the lights. The Service Department at Fucillo attempted on multiple occasions, (approximately nine times from the repair invoice I have enclosed), to repair the problem by cleaning off the grounding locations, replacing the alternator, and having various Technicians look at the vehicle.

I was advised that Kia was aware of this issue and was working to find a, "fix" for it with the 2010 model of my car. I tried to be as patient as possible as Mr. Grugan was doing what he could to help me with this. At some point after that, I was contacted telephonically by Ms. Shamara Ime from Kia's North American Division, and an appointment was made with Mr., Glen Vetzekian (SIC), whom I later met at Fucillo to discuss this issue. He advised that he was a representative from Kia and assured me that the problem would be looked into further and repaired, and that a special computer was needed to check the electronics of the car. He told me that particular piece of equipment was not at the Dealership at that time, but they would advise me when it arrived and could be hooked up to my car. The Dealership did get the special computer, hooked the vehicle to it and acknowledged the problem. They advised me that a, "fix", was not yet available for the car, but that it was coming with the 2010 Rondos. Again, I did my best to continue my patience.

A short time later I was contacted by the Fucillo Dealership to request that I immediately bring in my car that day to be checked by technicians who had come from Korea. Since I had had no prior notice, I was not available that day, and could not make it there that afternoon. The Service department advised that it was a quick visit from these Representatives from Korea and they had not had enough notice that they were coming to allow for an appointment for me. They came and left in one day, and there has not been another opportunity to meet with these representatives since.

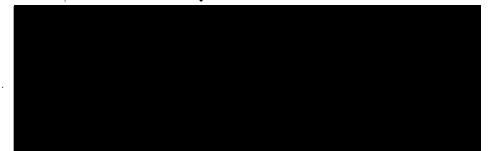
I made another appointment through the Fucillo dealership to meet with Mr. Vetzekian (SIC) and he did not come at the time we had scheduled. I waited over an hour and received no calls on my cell advising me when he would be there. I asked at the Service Desk and they advised that it would be a short wait. Finally, after over an hour I had to leave. Mr. Vetzekian (SIC) left a message on my home phone that night advising he could reschedule. I felt that I had given Kia more than a reasonable amount of time to make this right. Having been to the Dealership over nine times to remedy this issue with no satisfaction, I decided that I needed to make a formal report to the Attorney General for some proper action to be taken. I went online to the KIA FORUMS Web


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Site, (Please see this link - <http://www.kia-forums.com/2011-xm-sorento-forum/64454-headlights-flickering.html>), and observed that many others were having the exact same problem that I was having with their Kia vehicles, and they wrote about it on this site. (Please see the link below to read my entry and many other entries from other KIA owners with the same problem not being dealt with by KIA.) A short time later, I either called or was called by Kia's North American Division once again and offered a three hundred dollar service credit to resolve the matter. This offer was made by an incredibly rude fellow, whom I cannot believe was hired for a Customer Service Position of any sort. I expressed to him, in the small time he allotted for me to actually speak and not listen to him, that I did not wish to have three hundred dollars in vehicle service credit, but really just needed my vehicle repaired instead. I reiterated to him, as I had with all those representatives I had talked to in the past about this matter that on many occasions since purchasing my vehicle, I had encountered motorists that slammed on their brakes in front of me let me pass and then turned on their bright headlights in my rear view because they thought I was flashing them with my high beams. I have had numerous motorists give me hand gestures because they too thought I was flashing them from behind with high beam headlights. In one instance, a driver followed me flashing his lights on and off for a couple of miles with my kids in the vehicle. This is a serious safety issue that needs to be addressed, and all I am asking is that my car be repaired properly.

On 01-07-11, I went back to the Dealership to obtain a list of my past service dates to help with a follow up investigation as requested by the Attorney Generals Office. I took another test ride with the Service Department representative Mr. Grugan who observed the problem again and denoted it in the work order receipt as I requested. An appointment was made for Wednesday, January 12th and I returned to the Fucillo Dealership to have the car checked with a computer one more time before submitting this report, (Please see the enclosed work order receipts and computer printout of engine monitoring for this date). Please help me resolve this problem that Kia Motors is refusing to help me with.

Sincerely,



| | | | | | |
|--|--|--|--|---|--|
|  U.S. Department of Transportation National Highway Traffic Safety Administration | | DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline | | FOR AGENCY USE ONLY 100148 | |
| | | Date Received 09-SEP-2010 | | Repository <input type="checkbox"/> Reference No. 10354707 | |
| OWNER INFORMATION (Type or Print) | | | | Daytime Telephone Number <input type="checkbox"/> E-mail Address <input type="checkbox"/> | |
| Name | | Address | | Evening Telephone Number | |
| City | | State | | Zip Code | |
| BALLSON LAKE | | NY | | | |
| The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004). | | | | | |
| VEHICLE INFORMATION | | | | | |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side | | Make | | Model | |
| KNAFG526977 | | KIA MOTOR | | RONDO | |
| Model Year | | Engine: | | Fuel Type: | |
| 2007 | | No: Cylinders | | GASOLINE | |
| Date Purchased | | Dealer's Name and Telephone Number | | Engine: | |
| 03.1 / 2007 | | GARVEY'S KIA (518) 793-3488 | | No: Cylinders | |
| Original Owner | | Dealer's City | | State | |
| <input checked="" type="checkbox"/> | | QUEENSBURY | | NY | |
| Transmission Type | | Powertrain | | Multiple Failure: | |
| AUTO | | <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control | | Lights - electrical | |
| | | | | Incident Date(s) | |
| | | | | since 11-JUL-2007 - 3/2007 | |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | | | |
| Vehicle Component Codes: 120000 EXTERIOR LIGHTING, 121000 EXTERIOR LIGHTING: HEADLIGHTS | | | | Failure Mileage | |
| | | | | 20 | |
| | | | | Failure Speed | |
| | | | | 0 | |
| 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: DOTM49ABC036) | | <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 | | Fire | | Number of Persons Injured | |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | Number of Deaths | |
| | | | | Reported to Police | |
| | | | | N | |
| 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 2007 KIA RONDO. THE CONTACT STATED THAT FOR MORE THAN THREE YEARS THE CONTACT HAS HAD PROBLEMS WITH THE HEADLIGHTS DIMMING ON THE VEHICLE. THE FAILURE OCCURS WHEN THE RPMS ON THE VEHICLE CHANGES. THE MANUFACTURER HAS INSPECTED THE VEHICLE AND STATED THEY HAVE NO FIX FOR THE VEHICLE. THE MANUFACTURER TOLD THE CONTACT THAT THIS FAILURE WOULD BE CORRECTED ON THE 2010 MODEL. THE FAILURE MILEAGE 20 AND CURRENT MILEAGE WAS 79000. 6000 P2,000 currently. | | | | | |
| * Please see attached Narrative for full correct information. | | | | | |
| 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. | | | | | |



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

APPT. NO. 11795

CUSTOMER [REDACTED] BULT

JOB NO. 1

OPERATION NO. 62KIZ DESCRIPTION BODY ELECTRICAL

COMPLAINT

ADVISOR WENT FOR DRIVE WITH CUST AND VERIFIED MAJOR
DIMMING OF LIGHTS ON DECEL. SET NEW APPT RAN OUT OF TIME

01/07/2011
14:54:43

SUMMARY HISTORY DISPLAY

3030
PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. KNAFG526977 [REDACTED]
TOTAL R/O'S 9 TOTAL SERV. DAYS 73 MAKE K1 KIA

| LN# | RO.NO. | RO. DATE.. | MILES. | ADV/TECH | J# | T | OPERATION CODE. | DESCRIPTION..... |
|-----|--------|------------|--------|----------|------|-----|-----------------|------------------|
| 1 | 23220 | 06/10/2010 | 73513 | A | | | 3004 | |
| | | | | T | 3011 | 1 C | 03K1Z03 | SAFETY/EMISSIONS |
| 2 | 14615 | 08/26/2009 | 56253 | A | | | 3004 | |
| | | | | T | 3003 | 1 I | 08K1Z03 | CHECK CHARGING S |
| 3 | 13319 | 08/04/2009 | 54331 | A | | | 3004 | |
| | | | | T | 3009 | 1 C | 30K1Z01 | BRAKE CONCERN |
| | | | | T | 3009 | 2 C | 00K1Z100 | LUBE, OIL, FILTE |
| 4 | 11228 | 06/08/2009 | 52669 | A | | | 3004 | |
| | | | | T | 3009 | 1 C | 62K1Z | BODY ELECTRICAL |
| | | | | T | 3009 | 2 C | 60K1Z | INTERIOR TRIM |
| | | | | T | 3009 | 3 C | 40K1Z | STEERING/SUSPENS |
| | | | | T | 3009 | 4 C | 30K1Z06 | RR PADS AND ROTO |
| | | | | T | 3009 | 5 C | 62K1Z01 | BODY ELECT CONCE |
| | | | | T | 3000 | 6 W | 99K1Z | RECALLS |
| 5 | 8128 | 03/11/2009 | 47969 | A | | | 3004 | |
| | | | | T | 3003 | 1 I | 62K1Z | BODY ELECTRICAL |
| | | | | T | 3003 | 2 I | 30K1Z | BRAKES |
| 6 | 7748 | 02/25/2009 | 47155 | A | | | 3004 | |
| | | | | T | 3003 | 1 W | 62K1Z | BODY ELECTRICAL |
| 7 | 7360 | 02/17/2009 | 46445 | A | | | 3004 | |
| | | | | T | 3003 | 1 W | 62K1Z | BODY ELECTRICAL |
| | | | | T | 3003 | 2 I | 00K1Z100 | LUBE, OIL, FILTE |
| | | | | T | 3003 | 3 W | 05K1Z | DRIVEABILITY |
| 8 | 5799 | 11/28/2008 | 39686 | A | | | 3004 | |
| | | | | T | 3003 | 1 W | 08K1Z | ENGINE ELECTRICA |
| | | | | T | 3003 | 2 W | 99K1Z069 | SC069 |
| | | | | T | 3003 | 3 C | 00K1Z100 | LUBE, OIL, FILTE |
| 9 | 5330 | 11/10/2008 | 37875 | A | | | 3004 | |
| | | | | T | 3003 | 1 W | 20K1Z | AUTO TRANSMISSIO |
| | | | | T | 3003 | 2 C | 62K1Z | BODY ELECTRICAL |
| | | | | T | 3003 | 3 C | 62K1Z01 | BODY ELECT CONCE |
| | | | | T | 3003 | 4 C | 62K1Z16 | BODY ELECT CONCE |
| | | | | T | 3003 | 5 C | 96K1Z | BODY REPAIR |
| | | | | T | 3003 | 6 C | 08K1Z | ENGINE ELECTRICA |
| | | | | T | 3003 | 7 C | 99K1Z069 | SC069 |
| | | | | T | 3003 | 8 C | 20K1Z02 | TRANSMISSION SER |

01/07/2011
14:56:25

HISTORY LISTING

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PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : KNAPG526977 [REDACTED]

R.O NO. : 14615 R.O DATE : 08/26/2009 R.O TYPE : S
MILEAGE : 56253 ADVISOR NO. : 3004

JOB NUMBER : 1 OPERATION 08K1Z03 OP. DESC. CHECK CHARGING SYS
SALE TYPE : I TECHNICIAN NO(S). 3003
COMPLAINT : CUSTOMER REQUESTS CHARGING SYSTEM CHECK
PER GLEN

COMMENTS : WAIT
INTERNAL SALES PER TONY

01/07/2011

HISTORY LISTING

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14:56:37

PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : KNAPG526977 [REDACTED]

R.O NO. : 11228 R.O DATE : 06/08/2009 R.O TYPE : S
MILEAGE : 52669 ADVISOR NO. : 3004

JOB NUMBER : 1 OPERATION 62K1Z OP. DESC. BODY ELECTRICAL
SALE TYPE : C TECHNICIAN NO(S). 3009
COMPLAINT : CUST STATES HEAD LIGHTS ARE TOO HIGH
STILL FLUTTERING
CAUSE : OUT OF ADJ
CORRECTION : REAIMEED

JOB NUMBER : 2 OPERATION 60K1Z OP. DESC. INTERIOR TRIM
SALE TYPE : C TECHNICIAN NO(S). 3009
COMPLAINT : INTERIOR TRIM GASKET FOR SUNROOF IS LOOSE AND FELL OUT
CAUSE : LOOSE, FELL OUT'
CORRECTION : REINSTALLED

JOB NUMBER : 3 OPERATION 40K1Z OP. DESC. STEERING/SUSPENSION
SALE TYPE : C TECHNICIAN NO(S). 3009
COMPLAINT : CUST STATES TIRES ARE CUPPING IN REAR CHECK STRUTS
CAUSE : CHECKED SUSPENSION AND STEERING ALL OK, FOUND
TIRES ARE DIRECTIONAL AND ON BACKWARDS
CAUSING ISSUE WITH TIRES AND UNEVEN WEAR
CORRECTION : NO REPAIR PERFORMED

JOB NUMBER : 4 OPERATION 30K1Z06 OP. DESC. RR PADS AND ROTORS
SALE TYPE : C TECHNICIAN NO(S). 3009
COMPLAINT : CHECK BRAKES
CAUSE : INNER PAD METAL TO METAL
CORRECTION : REPLACED REAR BRAKE PADS AND ROTORS

JOB NUMBER : 5 OPERATION 62K1Z01 OP. DESC. BODY ELECT CONCERN
SALE TYPE : C TECHNICIAN NO(S). 3009
COMPLAINT : REMOTE INOP
CAUSE : DEAD BATTERY
CORRECTION : REPLACED BATTERY ALL OK

JOB NUMBER : 6 OPERATION 99K1Z OP. DESC. RECALLS
SALE TYPE : W TECHNICIAN NO(S). 3000
COMPLAINT : SC077
CAUSE : POSSIBLE BRAKE LAMP STAYS ON
CORRECTION : REPLACED BRAKE SWITCH

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

COMMENTS : LOANER
732-565-5115 SHAMARA IME K1594912

01/07/2011

HISTORY LISTING

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14:56:37

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01/07/2011
14:56:51

HISTORY LISTING

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PAGE 1

CUSTOMER NAME : ██████████ SERIAL NO. : KNAFG526977 ██████████

R.O NO. : 7748 R.O DATE : 02/25/2009 R.O TYPE : S
MILEAGE : 47155 ADVISOR NO. : 3004

JOB NUMBER : 1 OPERATION 62K1Z OP. DESC. BODY ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 3003

COMPLAINT : CUST STATES HEAD LIGHT DIM ON DECELERATION, COMPARED TO
OTHER V6 RONDO DIM BUT NOT AS MUCH. CALLED TECH LINE
TOLD TO CLEAN GROUNDS

CAUSE : CONFIRMED CUST CONCERN CALLED TECH LINE TOLD TO CLEAN
GROUNDS TO BOTH HEAD LAMPS AND LOWER SPLASH SHIELD AND CLEAN
PAINT OFF BODY AROUND GROUND BOLTS

CORRECTION : CLEANED GROUND TERMINALS AT G18 AND G08, INSTALLED STAR
WASHERS, PROTECTED TERMINALS WITH PROTECTOR, RECHECKED
ALL OPERATING TO SPEC AT THIS TIME
91466-1D370 91500R00 N61/C05

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
████████

COMMENTS : DROP
INTERNAL ADVERTISING

01/07/2011

HISTORY LISTING

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PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : KNAFG526977 [REDACTED]

R.O NO. : 8128 R.O DATE : 03/11/2009 R.O TYPE : S
MILEAGE : 47969 ADVISOR NO. : 3004

JOB NUMBER : 1 OPERATION 62K1Z OP. DESC. BODY ELECTRICAL

SALE TYPE : I TECHNICIAN NO(S). 3003

COMPLAINT : CUST STATES HEAD LIGHTS ARE DIMMING ON DECEL
SOMETIMES ON ACCEL IT DIMS ASWELL

CAUSE : VERIFIED SLIGHT HEADLIGHT DIM ON DECEL-CONTACTED TECH LINE-
STATED NORMAL CONDITION FOR VEHICLE-CLEAN GROUNDS CHECK G03-
REMOVED CLUSTER TO ACCESS, INSTALLED STAR WASHERS ON GROUND
BOLTS, HEAD LIGHTS DIMMING, CALLED ENGINEER-ADVISED TO CHECK
VOLTAGE AT HEAD LAMPS AND ALT. ALT DROPS FROM 14.4V TO 13.7V
HEAD LAMPS DROP 13.7V TO 12.9V, ACCEPTABLE DROPS-NO SPEC FOR
VOLTAGE, HAVE TO COMPARE TO ANOTHER VEHICLE WITH SAME
OPTIONS. TOLD CONDITION IS NORMAL OPERATION

CORRECTION : OPERATING TO MANUFACTURE SPECS

JOB NUMBER : 2 OPERATION 30K1Z OP. DESC. BRAKES

SALE TYPE : I TECHNICIAN NO(S). 3003

COMPLAINT : REAR BRAKES ARE GRINDING

CAUSE : REAR PADS AT 5MM, ROTORS SLIGHTLY RUSTED

CORRECTION : OPERATING TO SPEC

COMMENTS : DROP
INTERNAL SERVICE

01/07/2011

HISTORY LISTING

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14:57:20

PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : KNAFG526977 [REDACTED]

R.O NO. : 7360 R.O DATE : 02/17/2009 R.O TYPE : S
MILEAGE : 46445 ADVISOR NO. : 3004

JOB NUMBER : 1 OPERATION 62K1Z OP. DESC. BODY ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 3003
COMPLAINT : CUST STATES HEAD LIGHTS ARE DIMMING
CAUSE : CALLED TECH LINE ASSISTANCE TOLD ON 2.7L CAR IS CATCHING UP
ALTERNATOR
CORRECTION : OPERATING TO MANUFACTURE SPECS
91001A00 N68/C15
91410 1D030
E

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

JOB NUMBER : 2 OPERATION 00K1Z100 OP. DESC. LUBE, OIL, FILTER
SALE TYPE : I TECHNICIAN NO(S). 3003
COMPLAINT : CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE
PER COMMERCIAL
CORRECTION : COMPLETED LUBE, OIL, AND FILTER CHANGE.

JOB NUMBER : 3 OPERATION 05K1Z OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 3003
COMPLAINT : VEHICLE OVER HEATS
MOST NOTICEABLE AT IDLE
CAUSE : CONFIRMED CUSTOMER CONCERN FOUND FAN FOR RADIATOR NOT
COMING ON, CHECKED RELAYS OK, CHECKED FAN CIRCUIT
FOUND CONNECTOR E04 NOT SEATED PROPERLY
CORRECTION : REATTACHED CONNECTOR AND FAN WORKS NOW
97200R00 97176-10200 N88/C05

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

COMMENTS : DROP
INTERNAL ADVERTISING

01/07/2011
14:57:58

HISTORY LISTING

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PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : KNAFG526977 [REDACTED]

R.O NO. : 5330 R.O DATE : 11/10/2008 R.O TYPE : S
MILEAGE : 37875 ADVISOR NO. : 3004

JOB NUMBER : 1 OPERATION 20K1Z OP. DESC. AUTO TRANSMISSION
SALE TYPE : W TECHNICIAN NO(S). 3003
COMPLAINT : CUST STATES VEHICLE WILL NOT COME OUT OF PARK, HAVE TO USE
SHIFTER RELEASE TO GET OUT OF PARK
OR TO PUT IT BACK INTO PARK
CAUSE : FOUND BRAKE SWITCH SHORTED
CORRECTION : REPLACED BRAKE PEDAL SWITCH
93810R00 N94 CC15

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

JOB NUMBER : 2 OPERATION 62K1Z OP. DESC. BODY ELECTRICAL
SALE TYPE : C TECHNICIAN NO(S). 3003
COMPLAINT : CUST STATES LIGHTS WILL SEEM LIKE THEY FLASH WITH ACCEL
AND DECEL.
CAUSE : COULD NOT DUPLICATE CUSTOMER CONCERN
CHARGING PROPERLY AT THIS TIME
CORRECTION : OPERATING TO MANUFACTURE SPEC AT THIS TIME

JOB NUMBER : 3 OPERATION 62K1Z01 OP. DESC. BODY ELECT CONCERN
SALE TYPE : C TECHNICIAN NO(S). 3003
COMPLAINT : CUST STATES ESC OFF LIGHT STAYS ON
INTERMITTENT
CAUSE : SEE JOB #1

JOB NUMBER : 4 OPERATION 62K1Z16 OP. DESC. BODY ELECT CONCERN
SALE TYPE : C TECHNICIAN NO(S). 3003
COMPLAINT : CUST STATES CRUISE CONTROL WILL NOT SET. LIGHT COMES ON
AND THEN GOES BACK OUT
FLICKER AFTER HITTING SET BUTTON THEN GOES OUT
CAUSE : FOUND CODE P0571 FOR BRAKE SWITCH
CORRECTION : SEE JOB #1

JOB NUMBER : 5 OPERATION 96K1Z OP. DESC. BODY REPAIR
SALE TYPE : C TECHNICIAN NO(S). 3003
COMPLAINT : CUST STATES REAR HATCH MAKE A CLICK NOISE WHEN GOING UP, AND
STRUTS SEEM WEAK
CAUSE : COULD NOT DUPLICATE CUST CONCERN
CORRECTION : REAR HATCH IS OPERATING TO MANUFACTURE SPECS

JOB NUMBER : 6 OPERATION 08K1Z OP. DESC. ENGINE ELECTRICAL
SALE TYPE : C TECHNICIAN NO(S). 3003
COMPLAINT : CUST STATES WHEN USING A/C THERE IS A STRONG SMELL STRONG
SMELL AT TIMES
WHEN A/C IS TURN OFF, OR IN THE BEGINNING, FROM BLOWER

01/07/2011

HISTORY LISTING

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PAGE 2

CAUSE : FOUND HEPA FILTER CAUSING CONCERN
CORRECTION : REPLACED HEPA FILTER, MAY NEED BG FRIGI FRESH IF SMELL
PERSIST

JOB NUMBER : 7 OPERATION 99K1Z069 OP. DESC. SC069
SALE TYPE : C TECHNICIAN NO(S). 3003
COMPLAINT : PERFORM RECALL SC069 PER BULLITIN
CORRECTION : SOP PART FOR RECALL

JOB NUMBER : 8 OPERATION 20K1Z02 OP. DESC. TRANSMISSION SERVICE
SALE TYPE : C TECHNICIAN NO(S). 3003
COMPLAINT : CUSTOMER REQUESTS TRANSMISSION SERVICE
CAUSE : PREVENTIVE MAINTENANCE
CORRECTION : DRAINED OLD FLUID, FLUSHED TRANNY FLUID, AND REFILLED
ALL OK

COMMENTS : DROP

01/07/2011
14:57:38

HISTORY LISTING

3030

PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : KNAPG52697 [REDACTED]

R.O NO. : 5799 R.O DATE : 11/28/2008 R.O TYPE : S
MILEAGE : 39686 ADVISOR NO. : 3004

JOB NUMBER : 1 OPERATION 08K1Z OP. DESC. ENGINE ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 3003
COMPLAINT : CUST STATES LIGHTS DIM
WHEN USING DOOR LOCKS OR ACCELOR DECEL SOP IS IN
CAUSE : FOUND ALTERNATOR NOT CHARGING PROPERLY
CORRECTION : REPLACED ALTERNATOR
37300ROE RP0 .8 .3 N29 C05

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

JOB NUMBER : 2 OPERATION 99K1Z069 OP. DESC. SC069
SALE TYPE : W TECHNICIAN NO(S). 3003
COMPLAINT : PERFORM RECALL SC069 PER BULLITIN
CAUSE : POSSIBLE ABS LIGHT
CORRECTION : REPLACED BOTH FRONT ABS SENSORS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

JOB NUMBER : 3 OPERATION 00K1Z100 OP. DESC. LUBE, OIL, FILTER
SALE TYPE : C TECHNICIAN NO(S). 3003
COMPLAINT : CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE
CORRECTION : COMPLETED LUBE, OIL, AND FILTER CHANGE.

COMMENTS : DROP



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12-01-2010, 11:40 PM

SpicyRed
Full Member

Headlights Flickering! ** similar problem in sorento*

Issue No: 77 Headlight flickers.

This is my new issue for my Sorento. I have headlight flickering in my garage with flickers every 2-3 seconds. It happens when I start the car and when I drive. I have checked the bulbs and there are no bad bulbs. I have checked the electrical components.

Case: Headlight flicker
Time Occur: Night
at Temp: 23-40 deg
Usage: Auto Daylight seldom used. (always manually turn on)
Starting Procedure: All light and electronics are OFF except for brakes before engine starts.

Anybody have some inputs will be very much appreciated.

Thanks In Advance!
Happy Holidays!

car passion made our wives jealous!

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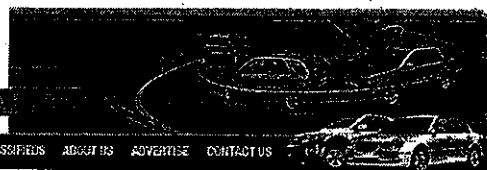
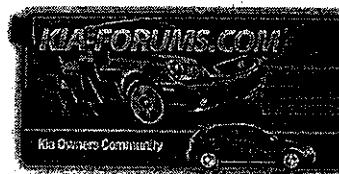
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12-02-2010, 12:52 AM

PLP

Page 2 of 2: #2 (per)



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01-09-2011, 12:10 PM #11 (per)

mbutkus
Full Member

Join Date: Aug 2010
Posts: 126
Gallery: 0

Isn't there a alternator problem with certain Sorentos ?

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01-09-2011, 12:55 PM #12 (per)

04SorentoLX
Veteran

Join Date: Sep 2007
Location: Low Country East Coast USA
Posts: 2,111
Drives: 2010 SOUL + Auto, 2010 Soul SPORT Stick
Gallery: 0

Quote:

Originally Posted by SpicyRed
Issue No 7. Headlight flickers:

... Headlight flicker
Time Occur: Night
at Temp: 23-40 deg
Usage: Auto Daylight seldom used. (always manually turn on)

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Starting Procedure: All light and electronics are OFF except for brakes before engine starts.
 Anybody have some inputs will be very much appreciated.
 Thanks In Advance!
 Happy Holidays!

You covered most of it already. But not all of it. Tell us since you have turned on the lights to know they flicker on wall the HVAC as well totally OFF at all times. Or did you infact since it is "23-40 deg out" turn on/or it was on DEF or DEF/ where you would get a A/C COMP cycling and drawing RPM's/power on it's on/off cycles from the eng driven ALT. Hen flicker? A COLD battery is asking for a ALT to give it its FULL ATTENTION at start up or for a bit after that. Turn on ligh turn on DEF or DEF/floor mode and the battery is not the only guy at the party asking for a drink from the ALT bartender right then.

01-09-2011, 01:52 PM

#13 (post)

PLP

Moderator



SpicyRed

I still missing one part here. Does it apply ONLY to the external lights or internal too? If external, headlights (low beam high beams, fogs?), or taillights too?

Moreover, does the voltage drop or spikes? Drop - the lights would dim, spike - the lights would brighten.

Join Date: Dec 2008
 Location: Auburn Hills, MI, USA, Earth
 Posts: 3,316
 Drives: 2007 Kia Rondo EX V6 2.7 SP A/T
 Gallery: 2

Side note: In some Rondos, there is an issue with charging system. If you let the engine rev to lets say 2000 RPM, and go back to idle (650 RPM) voltage will drop. It will go from 14.1 V to 12.8 or so - I do not have so sensitive/fast response voltage meter. The voltage drop will affect ALL devices of course - interior lights, blower, exterior light... and it does not matter if you have none or a dozen devices on.

So, perform such test and get back.

Oh, of course dealer does not know what to do. Even more, he says since more Rondos do that, it must be NORMAL!

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01-09-2011, 03:00 PM

#14 (post)

04SorentoLX

Veteran

Join Date: Sep 2007
 Location: Low Country East Coast USA
 Posts: 2,111
 Drives: 2010 SOUL + Auto, 2010 Soul SPORT Stick
 Gallery: 0

Quote:

Originally Posted by PLP
 SpicyRed

I still missing one part here. Does it apply ONLY to the external lights or internal too? If external, headlights (low beams, high beams, fogs?), or taillights too?

Moreover, does the voltage drop or spikes? Drop - the lights would dim, spike - the lights would brighten.

Side note: In some Rondos, there is an issue with charging system. If you let the engine rev to lets say 2000 RPM, and let it go back to idle (650 RPM) voltage will drop. It will go from 14.1 V to 12.8 or so - I do not have so sensitive/fast response voltage meter. The voltage drop will affect ALL devices of course - interior lights, blower, exterior light... and it does not matter if you have none or a dozen devices on.

So, perform such test and get back.

Oh, of course dealer does not know what to do. Even more, he says since more Rondos do that, it must be NORMAL!

My 2004 Sorento as did other in that BL range for a few years had a WRONG size OEM battery in them even thou the v had the 120AMP alt. It was a BCI 24/26 500-575CCA 70RS. The proper one should have been the later and recomende upgrade of BCI 34 700CCA 95RS. But most if they were smart like me put back in a BCI 34 800CCA 120RS (autozone. 34DLG DURALAST GOLD) or better if you were in cold climates. And never had issues really again. It also helped that 34DLG (\$90 installed) had a 36/96 warmtly on it and the OEM KIA (\$128 installed) has a 12/36 on it. You do the math

01-09-2011, 06:02 PM

#15 (post)

cgood

Member

Join Date: Mar 2010
 Location: NC
 Posts: 33
 Drives: 2011 Sorento EX I4 FWD
 Gallery: 0

My Sorento does this too. It happens going down the road with the lights on high beam. Hadn't paid attention to the speed temp, but it doesn't do it parked in the yard revving the engine or at idle. Oddly enough it stops when I switch the fog light switch on (fog lights do not come on when high beams are on). I don't know what that would have to do with it.

01-09-2011, 11:46 PM

#16 (post)

PLP

Moderator

Quote:



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|------------------------------|---|------------------------|---------------------------------|---------------------------------|
| CUSTOMER NO. 14482 | ADVISOR RICK | TAG NO. 3004 | INVOICE DATE 01/12/11 | INVOICE NO. K1CS30709 |
| BALLSTON LAKE, NY | LABOR RATE 99.50 | LICENSE NO. | MILEAGE 85,878 | COLOR BLUE/ |
| | YEAR / MAKE / MODEL 07/KIA/RONDO/4 DOOR SEDAN | | | DELIVERY DATE |
| | VEHICLE I.D. NO. K N A F G 5 2 6 9 7 7 | | | DELIVERY MILES |
| | F.T.E. NO. | P.O. NO. | R.O. DATE 01/12/11 | PRODUCTION DATE |
| BUSINESS PHONE | COMMENTS | | | |

MO: 85879

LABOR & PARTS
 J# 1 62K1Z BODY ELECTRICAL HOURS TECH(S) 3011 INTERNAL

ADVISOR WENT FOR DRIVE WITH CUST AND VERIFIED MAJOR DIMMING OF LIGHTS ON DECEL. SET NEW APPT RAN OUT OF TIME TECH DID VERIFY THE LIGHTS (BOTH HEADLIGHTS, DOME LIGHTS, ALL LIGHTS) DO GO DIM WHEN LETTING OFF GAS OR PUTTING A HIGH ELECTRICAL LOAD ON THE SYSTEM. PERFORMED COMPLETE ELECTRICAL SYSTEM TEST BATTERY OK, ALTERNATOR OK, STARTER OK, CHECKED HARNESS OK. COULD NOT FIND AND REPAIRABLE PROBLEMS AT THIS TIME TO CORECT DIMMING LAMPS.

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 WAQIT
 RECOMMENDATIONS
 PASS BULB IS OUT ON PASS SIDE

TOTALS

| | | |
|---|-----------------|------|
| ***** | TOTAL LABOR | 0.00 |
| <input type="checkbox"/> CASH <input type="checkbox"/> CHECK CK NO. [] * | TOTAL PARTS | 0.00 |
| <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> DISCOVER * | TOTAL SUBLET | 0.00 |
| <input type="checkbox"/> AMER XPRESS <input type="checkbox"/> OTHER <input type="checkbox"/> CHARGE * | TOTAL G.O.G. | 0.00 |
| ***** | TOTAL MISC CHG. | 0.00 |
| | TOTAL MISC DISC | 0.00 |
| | TOTAL TAX | 0.00 |

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THANK YOU!

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DEALER CODE

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SYSTEM TEST

Test Info

CCA 600

CUSTOMER VEHICLE

BATTERY TEST

| RESULTS | |
|-----------------|---------|
| GOOD - RECHARGE | |
| RATED: | 600 CCA |
| MEASURED: | 528 CCA |
| VOLTAGE: | 12.30V |
| TEMPERATURE: | 56°F |
| STATE OF HEALTH | |
| | |
| REPLACE | OK |
| LAST 6 OF VIN | |
| 046235 | |
| BATTERY CODE | |
| JCJD1U 5U30S3 | |

STARTER TEST

| RESULTS | |
|-----------------|--------|
| CRANKING NORMAL | |
| VOLTAGE: | 10.46V |
| AMPS: | 0.0A |
| TIME: | 843ms |

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|------------------------------|---|------------------------|---------------------------------|--------------------------------|
| CUSTOMER NO. 14482 | ADVISOR RICK | TAG NO. 3004 | INVOICE DATE 11/10/08 | INVOICE NO. K1CS5330 |
| | LABOR RATE 99.50 | LICENSE NO. | MILEAGE 37,871 | COLOR BLUE/ |
| | YEAR / MAKE / MODEL 07/KIA/RONDO/4 DOOR SEDAN | | DELIVERY DATE | DELIVERY MILES |
| BALLSTON LAKE, NY | VEHICLE I.D. NO. K N A F G 5 2 6 9 7 7 | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | R.O. DATE 11/10/08 | REPRINT# 1 |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | MO: 37875 | |

| LABOR & PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|--|-----|-----------|-------------|-----------------------------|----------|
| J# 1 20K1Z AUTO TRANSMISSION CUST STATES VEHICLE WILL NOT COME OUT OF PARK. HAVE TO USE SHIFTER RELEASE TO GET OUT OF PARK OR TO PUT IT BACK INTO PARK FOUND BRAKE SWITCH SHORTED REPLACED BRAKE PEDAL SWITCH 93810R00 N94 CC15 | | | | | |
| | | | | JOB # 1 TOTAL PARTS | 0.00 |
| | | | | JOB # 1 TOTAL LABOR & PARTS | 0.00 |
| J# 2 62K1Z BODY ELECTRICAL CUST STATES LIGHTS WILL SEEM LIKE THEY FLASH WITH ACCEL AND DECEL. COULD NOT DUPLICATE CUSTOMER CONCERN CHARGING PROPERLY AT THIS TIME OPERATING TO MANUFACTURE SPEC AT THIS TIME | | | | | |
| | | | | JOB # 2 TOTAL PARTS | 0.00 |
| | | | | JOB # 2 TOTAL LABOR & PARTS | 0.00 |
| J# 3 62K1Z01 BODY ELECT CONCERN CUST STATES ESC OFF LIGHT STAYS ON INTERMITTENT SEE JOB #1 | | | | | |
| | | | | JOB # 3 TOTAL PARTS | 0.00 |
| | | | | JOB # 3 TOTAL LABOR & PARTS | 0.00 |
| J# 4 62K1Z16 BODY ELECT CONCERN CUST STATES CRUISE CONTROL WILL NOT SET. LIGHT COMES ON AND THEN GOES BACK OUT FLICKER AFTER HITTING SET BUTTON THEN GOES OUT FOUND CODE P0571 FOR BRAKE SWITCH SEE JOB #1 | | | | | |
| | | | | JOB # 4 TOTAL PARTS | 0.00 |
| | | | | JOB # 4 TOTAL LABOR & PARTS | 0.00 |
| J# 5 96K1Z BODY REPAIR CUST STATES REAR HATCH MAKE A CLICK NOISE WHEN GOING UP, AND STRUTS SEEM WEAK | | | | | |

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|---------------------------|--|------------------------|---------------------------|------------------------------|-----------------------------|
| CUSTOMER NO. 14482 | ADVISOR RICK | 3004 | TAG NO. 48 | INVOICE DATE 11/10/08 | INVOICE NO. KICS5330 |
| [REDACTED] | LABOR RATE 99.50 | LICENSE NO. [REDACTED] | MILEAGE 37,871 | COLOR BLUE/ | STOCK NO. |
| BALLSTON LAKE, NY | YEAR / MAKE / MODEL 07 / KIA / RONDO / 4 DOOR SEDAN | DELIVERY DATE | | DELIVERY MILES | |
| | VEHICLE I.D. NO. K N A F G 5 2 6 9 7 7 0 | SELLING DEALER NO. | | PRODUCTION DATE | |
| | F.T.E. NO. | P.O. NO. | R.O. DATE 11/10/08 | REPRINT# 1 | |
| BUSINESS PHONE | COMMENTS | | | | MO: 37875 |

COULD NOT DUPLICATE CUST CONCERN
 REAR HATCH IS OPERATING TO MANUFACTURE SPECS

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|-------|-----|-----------|-------------|----------------------------------|
| | | | | JOB # 5 TOTAL PARTS 0.00 |
| | | | | JOB # 5 TOTAL LABOR & PARTS 0.00 |

| J# | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|--|-------|-----------|--------------------------------------|------------|
| J# 6 | 08K1Z | | ENGINE ELECTRICAL HOURS TECH(S) 3003 | 30.00 |
| CUST STATES WHEN USING A/C THERE IS A STRONG SMELL STRONG SMELL AT TIMES WHEN A/C IS TURN OFF, OR IN THE BEGINNING, FROM BLOWER FOUND HEPA FILTER CAUSING CONCERN REPLACED HEPA FILTER. MAY NEED BG FRIGI FRESH IF SMELL PERSIST | | | | |

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-------------|-------------|-----------------------------------|
| JOB # 6 | 1 | 97133-2E210 | FILTER-AIR | 24.50 |
| | | | | JOB # 6 TOTAL PARTS 24.50 |
| | | | | JOB # 6 TOTAL LABOR & PARTS 54.50 |

| J# | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|---|----------|-----------|--------------------|------------|
| J# 7 | 99K1Z069 | 5C069 | HOURS TECH(S) 3003 | 0.00 |
| PERFORM RECALL 5C069 PER BULLETIN SOP PART FOR RECALL | | | | |

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|--|-----|----------------|-----------------|----------------------------------|
| JOB # 7 | 0 | 95670-1D00X00K | SENSOR-ABS FR W | 79.20 |
| PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIAL ORDERED ** | | | | |
| | | | | JOB # 7 TOTAL PARTS 0.00 |
| | | | | JOB # 7 TOTAL LABOR & PARTS 0.00 |

| J# | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|--|---------|-----------|---|------------|
| J# 8 | 20K1Z02 | | TRANSMISSION SERVICE HOURS TECH(S) 3003 | 52.10 |
| CUSTOMER REQUESTS TRANSMISSION SERVICE PREVENTIVE MAINTENANCE DRAINED OLD FLUID, FLUSHED TRANNY FLUID, AND REFILLED ALL OK | | | | |

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|-----------------|------------------------------------|
| JOB # 8 | 1 | 3133 | ATF-TOTE | 70.47 |
| JOB # 8 | 1 | 6600 | BG TRANS SERVIC | 27.38 |
| | | | | JOB # 8 TOTAL PARTS 97.85 |
| | | | | JOB # 8 TOTAL LABOR & PARTS 149.95 |

| MISC | CODE | DESCRIPTION | CONTROL NO |
|---------|------|----------------|---------------------|
| JOB # 8 | D2 | LABOR DISCOUNT | |
| | | | TOTAL - MISC -15.00 |

COMMENTS
 DROP

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THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

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Labor and parts are warranted for 90 days or 4000 miles whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!



FUCCILLO VENTURES, INC.
dba FUCCILLO KIA
 3900 State Street
 Schenectady, NY 12304
 Phone: (518) 847-0800 Fax: (518) 847-0801



| | | | | | |
|--|---|---------------------------|--------------------------|---------------------------------|--------------------------------|
| CUSTOMER NO. 14482 | ADVISOR RICK | 3004 | TAG NO. 48 | INVOICE DATE 11/10/08 | INVOICE NO. KICS5330 |
| [REDACTED] BALLSTON LAKE, NY [REDACTED] | LABOR RATE 99.50 | LICENSE NO. [REDACTED] | MILEAGE 37,871 | COLOR BLUE/ | STOCK NO. |
| | YEAR / MAKE / MODEL 07/KIA/RONDO/4 DOOR SEDAN | | | DELIVERY DATE | DELIVERY MILES |
| | VEHICLE I.D. NO. K N A F G 5 2 6 9 7 7 | | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | | P.O. NO. | R.O. DATE 11/10/08 | REPRINT# 1 |
| BUSINESS PHONE | COMMENTS | | | | MO: 37875 |

TOTALS-----

CASH CHECK CK NO. [] *

VISA MASTERCARD DISCOVER *

AMER XPRESS OTHER CHARGE *

NYS REPAIR SHOP# 7107042
 THANK YOU FOR YOUR BUSINESS !!!!

| | |
|-------------------------|---------------|
| TOTAL LABOR.... | 82.10 |
| TOTAL PARTS.... | 122.35 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | -15.00 |
| TOTAL TAX..... | 15.16 |
| TOTAL INVOICE \$ | 204.61 |

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THANK YOU!

Reynolds and Reynolds EBALZINIVE C222854 Q (07/00)



FUCCILLO VENTURES, INC.
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 3900 State Street
 Schenectady, NY 12304
 Phone: (518) 847-0800 Fax: (518) 847-0801



| | | | | |
|------------------------------|---|---------------------------|---------------------------------|--------------------------------|
| CUSTOMER NO. 14482 | ADVISOR RICK | TAG NO. 3004 | INVOICE DATE 11/28/08 | INVOICE NO. K1CS5799 |
| [REDACTED] | LABOR RATE 99.50 | LICENSE NO. [REDACTED] | MILEAGE 39,684 | COLOR BLUE/ |
| BALLSTON LAKE, NY | YEAR / MAKE / MODEL 07/KIA/RONDO/4 DOOR SEDAN | DELIVERY DATE | | DELIVERY MILES |
| | VEHICLE I.D. NO. K N A F G 5 2 6 9 7 7 | SELLING DEALER NO. | | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | R.O. DATE 11/28/08 | REPRINT# 1 |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | |

MO: 39686

| LABOR & PARTS | | | | |
|---|-------------------|----------------|-----------------|-----------------------------------|
| # 1 08K1Z | ENGINE ELECTRICAL | HOURS: 1.10 | TECH(S): 3003 | WARRANTY |
| CUST STATES LIGHTS DIM WHEN USING DOOR LOCKS OR ACCELOR DECEL SOP IS IN FOUND ALTERNATOR NOT CHARGING PROPERLY REPLACED ALTERNATOR 37300ROE RP0 .8 .3 N29 C05 | | | | |
| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
| JOB # 1 | 1 | 37300-3E100 | GENERATOR ASSY | |
| | | | | JOB # 1 TOTAL PARTS 0.00 |
| | | | | JOB # 1 TOTAL LABOR & PARTS 0.00 |
| # 2 99K1Z069 | SC069 | HOURS: 0.50 | TECH(S): 3003 | WARRANTY |
| PERFORM RECALL SC069 PER BULLETIN POSSIBLE ABS LIGHT REPLACED BOTH FRONT ABS SENSORS | | | | |
| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
| JOB # 2 | 1 | 95670-1D00XQK | SENSOR-ABS FR W | |
| | | | | JOB # 2 TOTAL PARTS 0.00 |
| | | | | JOB # 2 TOTAL LABOR & PARTS 0.00 |
| # 3 00K1Z100 | LUBE OIL FILTER | HOURS: 15.93 | TECH(S): 3003 | WARRANTY |
| CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE COMPLETED LUBE OIL AND FILTER CHANGE | | | | |
| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
| JOB # 3 | 1 | 26300-35503 | FILTER ASSY-ENG | 6.67 |
| JOB # 3 | 5 | 5W30 | OIL | 2.47 |
| | | | | JOB # 3 TOTAL PARTS 19.02 |
| | | | | JOB # 3 TOTAL LABOR & PARTS 34.95 |
| MISC | CODE | DESCRIPTION | CONTROL NO | |
| JOB # 3 | DZ | LABOR DISCOUNT | | 15.00 |
| | | | | TOTAL MISC 15.00 |
| COMMENTS | | | | |
| DROP | | | | |
| DELETED OPERATION(S) | | | | |
| 05K1Z DRIVEABILITY | | | | |

DISCLAIMER OF WARRANTIES

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dba FUCCILLO KIA
 3900 State Street
 Schenectady, NY 12304
 Phone: (518) 847-0800 Fax: (518) 847-0801



| | | | | | |
|--|---|---------------------------|--------------------------|---------------------------------|--------------------------------|
| CUSTOMER NO. 14482 | ADVISOR RICK | 3004 | TAG NO. 147 | INVOICE DATE 11/28/08 | INVOICE NO. KICS5799 |
| [REDACTED] BALLSTON LAKE, NY | LABOR RATE 99.50 | LICENSE NO. [REDACTED] | MILEAGE 39,684 | COLOR BLUE/ | STOCK NO. |
| | YEAR / MAKE / MODEL 07/KIA/RONDO/4 DOOR SEDAN | | | DELIVERY DATE | DELIVERY MILES |
| VEHICLE I.D. NO. K N A F G 5 2 6 9 7 7 | | | SELLING DEALER NO. | PRODUCTION DATE | |
| F. T. E. NO. | | P. O. NO. | | R. O. DATE 11/28/08 | REPRINT# 1 |
| BUSINESS PHONE | | COMMENTS | | | |

MO: 39686

TOTALS-----

| | | |
|---|-------------------------|--------------|
| ***** | TOTAL LABOR.... | 15.93 |
| ***** | TOTAL PARTS.... | 19.02 |
| <input type="checkbox"/> CASH <input type="checkbox"/> CHECK CK NO. [] * | TOTAL SUBLET... | 0.00 |
| <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> DISCOVER * | TOTAL G.O.G.... | 0.00 |
| <input type="checkbox"/> AMER XPRESS <input type="checkbox"/> OTHER <input type="checkbox"/> CHARGE * | TOTAL MISC CHG. | 0.00 |
| ***** | TOTAL MISC DISC | -15.00 |
| | TOTAL TAX..... | 1.60 |
| | TOTAL INVOICE \$ | 21.55 |

NYS REPAIR SHOP# 7107042
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THANK YOU!

CUSTOMER COPY

[END OF INVOICE] 03:43pm



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dba FUCCILLO KIA
 3900 State Street
 Schenectady, NY 12304
 Phone: (518) 847-0800 Fax: (518) 847-0801



| | | | | | |
|--|---|---------------------------|--------------------------|---------------------------------|--------------------------------|
| CUSTOMER NO. 14482 | ADVISOR RICK | TAG NO. 3004 | 893 | INVOICE DATE 02/17/09 | INVOICE NO. K1CS7360 |
| [REDACTED] BALLSTON LAKE, NY | LABOR RATE 99.50 | LICENSE NO. [REDACTED] | MILEAGE 46,444 | COLOR BLUE/ | STOCK NO. |
| | YEAR / MAKE / MODEL 07/KIA/RONDO/4 DOOR SEDAN | | | DELIVERY DATE | DELIVERY MILES |
| | VEHICLE I.D. NO. K N A F G 5 2 6 9 7 7 | | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | | P.O. NO. | | R.O. DATE 02/17/09 |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | MO: 46445 |

LABOR & PARTS
 J# 1 02K1Z BODY ELECTRICAL HOURS: 1.00 TECH(S): 3003 **WARRANTY**
 CUST STATES HEAD LIGHTS ARE DIMMING
 CALLED TECH LINE ASSISTANCE TOLD ON 2.7L CAR IS CATCHING UP
 ALTERNATOR
 OPERATING TO MANUFACTURE SPECS
 91001A00 N68/C15
 91410 1D030
 E

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|-------|-----|-----------|-----------------------------|------------|
| | | | JOB # 1 TOTAL PARTS | 0.00 |
| | | | JOB # 1 TOTAL LABOR & PARTS | 0.00 |

J# 2 00K1Z100 LUBE, OIL, FILTER HOURS: TECH(S): 3003 **INTERNAL**
 CUSTOMER REQUESTS LUBE, OIL AND FILTER CHANGE
 PER COMMERCIAL
 COMPLETED LUBE, OIL, AND FILTER CHANGE.

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-------------|-----------------------------|------------|
| JOB # 2 | 1 | 26300-35503 | FILTER ASSY-ENG | INTERNAL |
| JOB # 2 | 5 | 5W30 | OIL | INTERNAL |
| | | | JOB # 2 TOTAL PARTS | 0.00 |
| | | | JOB # 2 TOTAL LABOR & PARTS | 0.00 |

J# 3 05K1Z DRIVEABILITY HOURS: 1.00 TECH(S): 3003 **WARRANTY**
 VEHICLE OVER HEATS
 MOST NOTICEABLE AT IDLE
 CONFIRMED CUSTOMER CONCERN FOUND FAN FOR RADIATOR NOT
 COMING ON, CHECKED RELAYS OK, CHECKED FAN CIRCUIT
 FOUND CONNECTOR E04 NOT SEATED PROPERLY
 REATTACHED CONNECTOR AND FAN WORKS NOW
 97200R00 97176-10200 N88/C05

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|-------|-----|-----------|-----------------------------|------------|
| | | | JOB # 3 TOTAL PARTS | 0.00 |
| | | | JOB # 3 TOTAL LABOR & PARTS | 0.00 |

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 DROP
 INTERNAL ADVERTISING

DISCLAIMER OF WARRANTIES
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THANK YOU!

Reynolds and Reynolds ERALZBNVE CC228854 Q (07/00)



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dba FUCCILLO KIA
 3900 State Street
 Schenectady, NY 12304
 Phone: (518) 847-0800 Fax: (518) 847-0801



| | | | | | |
|---------------------------|--|------------------------|-----------------------|------------------------------|-----------------------------|
| CUSTOMER NO. 14482 | ADVISOR RICK | 3004 | TAG NO. 893 | INVOICE DATE 02/17/09 | INVOICE NO. KICS7360 |
| | LABOR RATE 99.50 | LICENSE NO. [REDACTED] | MILEAGE 46,444 | COLOR BLUE/ | STOCK NO. |
| BALLSTON LAKE, NY | YEAR / MAKE / MODEL 07/KIA/RONDO/4 DOOR SEDAN | | | DELIVERY DATE | DELIVERY MILES |
| | VEHICLE I.D. NO. K N A F G 5 2 6 9 7 7 | | | SELLING DEALER NO. | PRODUCTION DATE |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | F. T. E. NO. | P. O. NO. | R. O. DATE 02/17/09 |
| | | | | | MO: 46445 |

TOTALS-----

| | | |
|--------------------------------------|---|-----------------------------------|
| <input type="checkbox"/> CASH | <input type="checkbox"/> CHECK CK NO. [] | * |
| <input type="checkbox"/> VISA | <input type="checkbox"/> MASTERCARD | <input type="checkbox"/> DISCOVER |
| <input type="checkbox"/> AMER XPRESS | <input type="checkbox"/> OTHER | <input type="checkbox"/> CHARGE |

NYS REPAIR SHOP# 7107042
 THANK YOU FOR YOUR BUSINESS !!!

| | |
|-------------------------|-------------|
| TOTAL LABOR..... | 0.00 |
| TOTAL PARTS..... | 0.00 |
| TOTAL SUBLET..... | 0.00 |
| TOTAL G.D.G..... | 0.00 |
| TOTAL MISC CHG..... | 0.00 |
| TOTAL MISC DISC..... | 0.00 |
| TOTAL TAX..... | 0.00 |
| TOTAL INVOICE \$ | 0.00 |

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OF WARRANTIES**

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THANK YOU!

CUSTOMER SIGNATURE _____

***** DUPLICATE INVOICE *****



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dba FUCCILLO KIA
 3900 State Street
 Schenectady, NY 12304
 Phone: (518) 847-0800 Fax: (518) 847-0801



| | | | | |
|--|-----------------------|---------------------------|------------------------------|-----------------------------|
| CUSTOMER NO. 14482 | ADVISOR RICK | 3004 TAG NO. 893 | INVOICE DATE 02/26/09 | INVOICE NO. RICS7748 |
| LABOR RATE 99.50 | MILEAGE 47,154 | COLOR BLUE/ | STOCK NO. | |
| YEAR/MAKE/MODEL 07/KIA/RONDO/4 DOOR SEDAN | DELIVERY DATE | | DELIVERY MILES | |
| VEHICLE I.D. NO. K N A F G 5 2 6 9 7 7 | SELLING DEALER NO. | | PRODUCTION DATE | |
| F.T.E. NO. | P.O. NO. | R.O. DATE 02/25/09 | | |
| RE | BUSINESS PHONE | COMMENTS | MO: 47155 | |

LABOR & PARTS
 J# 1 62K1Z BODY ELECTRICAL HOURS: 2.00 TECH(S) 3003 WARRANTY

CUST STATES HEAD LIGHT DIM ON DECELERATION, COMPARED TO OTHER V6 RONDO DIM BUT NOT AS MUCH. CALLED TECH LINE TOLD TO CLEAN GROUNDS CONFIRMED CUST CONCERN CALLED TECH LINE TOLD TO CLEAN GROUNDS TO BOTH HEAD LAMPS AND LOWER SPLASH SHIELD AND CLEAN PAINT OFF BODY AROUND GROUND BOLTS CLEANED GROUND TERMINALS AT G18 AND G08. INSTALLED STAR WASHERS. PROTECTED TERMINALS WITH PROTECTOR. RECHECKED ALL OPERATING TO SPEC AT THIS TIME 91466-1D370 91500R00 N61/C05

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-------------|-----------------|-----------------------------|----------|
| JOB # 1 | 4 | TKL04-A5001 | STAR WASHERS 6M | | |
| | | | | JOB # 1 TOTAL PARTS | 0.00 |
| | | | | JOB # 1 TOTAL LABOR & PARTS | 0.00 |

COMMENTS
 DROP
 INTERNAL ADVERTISING

| | | |
|--------|-------------------------|-------------|
| TOTALS | 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 |

 CASH CHECK CK NO. [] *
 VISA MASTERCARD DISCOVER *
 AMER XPRESS OTHER CHARGE *

NYS REPAIR SHOP# 7107042
 THANK YOU FOR YOUR BUSINESS!!!!

DISCLAIMER OF WARRANTIES

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THANK YOU!

CUSTOMER SIGNATURE
 ***** DUPLICATE INVOICE *****

Reynolds and Reynolds ERALZRNVE C226864-Q (07/06)



FUCCILLO VENTURES, INC.
dba FUCCILLO KIA
 3900 State Street
 Schenectady, NY 12304
 Phone: (518) 847-0800 Fax: (518) 847-0801



| | | | | | |
|------------------------------|---|-------------|------------------------------|---------------------------------|--------------------------------|
| CUSTOMER NO. 14482 | ADVISOR RICK | 3004 | TAG NO. 618 | INVOICE DATE 04/03/09 | INVOICE NO. KICS8128 |
| | LABOR RATE 99.50 | LICENSE NO. | MILEAGE 47,965 | COLOR BLUE/ | STOCK NO. |
| BALLSTON LAKE, NY | YEAR / MAKE / MODEL 07 / KIA / RONDO / 4 DOOR SEDAN | | | DELIVERY DATE | DELIVERY MILES |
| | VEHICLE I.D. NO. K N A F G 5 2 6 9 7 7 | | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | R.O. DATE 03/11/09 | | |
| BUSINESS PHONE | COMMENTS | | | | MO: 47969 |

LABOR & PARTS
 J# 1 62K1Z BODY ELECTRICAL HOURS: TECH(S): 3003 INTERNAL

CUST STATES HEAD LIGHTS ARE DIMMING ON DECEL
 SOMETIMES ON ACCEL IT DIMS AS WELL
 VERIFIED SLIGHT HEADLIGHT DIM ON DECEL CONTACTED TECH LINE
 STATED NORMAL CONDITION FOR VEHICLE CLEAN GROUNDS CHECK G03
 REMOVED CLUSTER TO ACCESS. INSTALLED STAR WASHERS ON GROUND
 BOLTS. HEAD LIGHTS DIMMING. CALLED ENGINEER ADVISED TO CHECK
 VOLTAGE AT HEAD LAMPS AND ALT. ALT DROPS FROM 14.4V TO 13.7V
 HEAD LAMPS DROP 13.7V TO 12.9V. ACCEPTABLE DROPS NO SPEC FOR
 VOLTAGE. HAVE TO COMPARE TO ANOTHER VEHICLE WITH SAME
 OPTIONS. TOLD CONDITION IS NORMAL OPERATION
 OPERATING TO MANUFACTURE SPECS

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE | |
|---------|-----|-------------|-----------------|-----------------------------|----------|
| JOB # 1 | 2 | TKL04-A5001 | STAR WASHERS GM | | INTERNAL |
| | | | | JOB # 1 TOTAL PARTS | 0.00 |
| | | | | JOB # 1 TOTAL LABOR & PARTS | 0.00 |

J# 2 30K1Z BRAKES HOURS: TECH(S): 3003 INTERNAL

REAR BRAKES ARE GRINDING
 REAR PADS AT 5MM. ROTORS SLIGHTLY RUSTED
 OPERATING TO SPEC

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

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 DROP
 INTERNAL SERVICE

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 OF WARRANTIES**

THE SELLER HEREBY EXPRESSLY DIS-
 CLAIMS ALL WARRANTIES EITHER EXPRESS
 OR IMPLIED, INCLUDING ANY IMPLIED WAR-
 RANTY OF MERCHANTABILITY OR FITNESS
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 OTHER PERSON TO ASSUME FOR IT ANY
 LIABILITY IN CONNECTION WITH THE SALE
 OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

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 days or 4000 miles whichever occurs
 first. The dealer hereby limits any
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 and fitness to the same period.*

ALL PARTS INSTALLED ARE NEW
 UNLESS OTHERWISE SPECIFIED.

THANK YOU!

Reynolds and Reynolds EPALZRNWE CC228954 Q (07/00)



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dba FUCCILLO KIA
 3900 State Street
 Schenectady, NY 12304
 Phone: (518) 847-0800 Fax: (518) 847-0801



| | | | | | |
|------------------------------|---|-------------|-------------------------------|---------------------------------|---------------------------------|
| CUSTOMER NO. 14482 | ADVISOR RICK | 3004 | TAG NO. 1790 | INVOICE DATE 07/06/09 | INVOICE NO. KICS11228 |
| | LABOR RATE 99.50 | LICENSE NO. | MILEAGE 52,665 | COLOR BLUE/ | STOCK NO. |
| BALLSTON LAKE, NY | YEAR / MAKE / MODEL 07/KIA/RONDO/4 DOOR SEDAN | | | DELIVERY DATE | DELIVERY MILES |
| | VEHICLE I.D. NO. K N A F G 5 2 6 9 7 7 | | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | R. O. DATE 06/08/09 | REPRINT# 1 | |
| BUSINESS PHONE | COMMENTS | | | MO: 52669 | |

LABOR & PARTS

J# 1 62K1Z BODY ELECTRICAL HOURS: TECH(S): 3009 0.00
 CUST STATES HEAD LIGHTS ARE TOO HIGH
 STILL FLUTTERING
 OUT OF ADJ
 REAIMEED

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-----------------------------|-----|-------------|----------------|------------|
| JOB # 1 | 1 | 95430-U2032 | BATTERY CR2032 | 6.93 |
| JOB # 1 TOTAL PARTS | | | | 6.93 |
| JOB # 1 TOTAL LABOR & PARTS | | | | 6.93 |

J# 2 60K1Z INTERIOR TRIM HOURS: TECH(S): 3009 0.00
 INTERIOR TRIM GASKET FOR SUNROOF IS LOOSE AND FELL OUT
 LOOSE, FELL OUT
 REINSTALLED

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

J# 3 40K1Z STEERING/SUSPENSION HOURS: TECH(S): 3009 0.00
 CUST STATES TIRES ARE CUPPING IN REAR CHECK STRUTS
 CHECKED SUSPENSION AND STEERING ALL OK. FOUND
 TIRES ARE DIRECTIONAL AND ON BACKWARDS
 CAUSING ISSUE WITH TIRES AND UNEVEN WEAR
 NO REPAIR PERFORMED

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-----------------------------|-----|-----------|-------------|------------|
| JOB # 3 TOTAL PARTS | | | | 0.00 |
| JOB # 3 TOTAL LABOR & PARTS | | | | 0.00 |

J# 4 30K1Z06 RR PADS AND ROTORS HOURS: TECH(S): 3009 150.00
 CHECK BRAKES
 INNER PAD METAL TO METAL
 REPLACED REAR BRAKE PADS AND ROTORS

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-----------------------------|-----|-------------|-----------------|------------|
| JOB # 4 | 1 | 58302-1DA00 | PAD KIT-RR DISC | 56.70 |
| JOB # 4 | 2 | 58411-1D000 | DISC-RR BRAKE | 80.79 |
| JOB # 4 | 1 | 52950-14140 | NUT-HUB | 2.00 |
| JOB # 4 TOTAL PARTS | | | | 220.28 |
| JOB # 4 TOTAL LABOR & PARTS | | | | 370.28 |

J# 5+62K1Z01 BODY ELECT CONCERN HOURS: TECH(S): 3009 0.00
 REMOTE INOP
 DEAD BATTERY
 REPLACED BATTERY ALL OK

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-------|-----|-----------|-------------|------------|
|-------|-----|-----------|-------------|------------|

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THANK YOU!

Reynolds and Reynolds ERMZRNIVE C0228954 Q (07/00)



FUCCILLO VENTURES, INC.
dba FUCCILLO KIA
 3900 State Street
 Schenectady, NY 12304
 Phone: (518) 847-0800 Fax: (518) 847-0801



| | | | | |
|------------------------------|---|------------------------|---------------------------------|---------------------------------|
| CUSTOMER NO. 14482 | ADVISOR RICK | TAG NO. 3004 | INVOICE DATE 07/06/09 | INVOICE NO. K1CS11228 |
| BALLSTON LAKE, NY | LABOR RATE 99.50 | LICENSE NO. | MILEAGE 52,665 | COLOR BLUE/ |
| | YEAR / MAKE / MODEL 07/KIA/RONDO/4 DOOR SEDAN | | | DELIVERY DATE |
| | VEHICLE I.D. NO. K N A F G 5 2 6 9 7 7 | | | DELIVERY MILES |
| | F.T.E. NO. | | | SELLING DEALER NO. |
| RESIDENCE PHONE | BUSINESS PHONE | P.O. NO. | R.O. DATE 06/08/09 | REPRINT# 1 |
| COMMENTS | | | | MO: 52669 |

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6+99K1Z RECALLS HOURS: 0.20 TECH(S): 3000 WARRANTY

SC077
 POSSIBLE BRAKE LAMP STAYS ON
 REPLACED BRAKE SWITCH

| | | | | | |
|---------|-----|---------------|-----------------|------------|----------|
| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
| JOB # 6 | 1 | 93810-3K000QK | SWITCH ASSY-STO | | |

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

COMMENTS
 LOANER
 732-565-5115 SHAMARA IME K1594912

TECHNICIAN CERTIFICATION
 3009 RJSHI 5RK5

| | | |
|--------|-------------------------|---------------|
| TOTALS | TOTAL LABOR | 150.00 |
| | TOTAL PARTS | 227.21 |
| | TOTAL SUBLET | 0.00 |
| | TOTAL G.O.G. | 0.00 |
| | TOTAL MISC CHG | 0.00 |
| | TOTAL MISC DISC | 0.00 |
| | TOTAL TAX | 30.18 |
| | TOTAL INVOICE \$ | 407.39 |

 CASH CHECK CK NO. []
 VISA MASTERCARD DISCOVER
 AMER XPRESS OTHER CHARGE

NYS REPAIR SHOP# 7107042
 THANK YOU FOR YOUR BUSINESS !!!

**DISCLAIMER
 OF WARRANTIES**

THE SELLER HEREBY EXPRESSLY DIS-
 CLAIMS ALL WARRANTIES EITHER EXPRESS
 OR IMPLIED, INCLUDING ANY IMPLIED WAR-
 RANTY OF MERCHANTABILITY OR FITNESS
 FOR A PARTICULAR PURPOSE, AND SELLER
 NEITHER ASSUMES NOR AUTHORIZES ANY
 OTHER PERSON TO ASSUME FOR IT ANY
 LIABILITY IN CONNECTION WITH THE SALE
 OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

*Labor and parts are warranted for 90
 days or 4000 miles whichever occurs
 first. The dealer hereby limits any
 implied warranties of merchantability
 and fitness to the same period.*

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

ALL PARTS INSTALLED ARE NEW
 UNLESS OTHERWISE SPECIFIED.

THANK YOU!



FUCCILLO VENTURES, INC.
dba FUCCILLO KIA
 3900 State Street
 Schenectady, NY 12304
 Phone: (518) 847-0800 Fax: (518) 847-0801



| | | | | | |
|------------------------------|---|------------------------|--------------------------|---------------------------------|---------------------------------|
| CUSTOMER NO. 14482 | ADVISOR RICK | TAG NO. 3004 | 1333 | INVOICE DATE 08/04/09 | INVOICE NO. KICS13319 |
| | LABOR RATE 99.50 | LICENSE NO. | MILEAGE 54,330 | COLOR BLUE/ | STOCK NO. |
| BALLSTON LAKE, NY | YEAR / MAKE / MODEL 07/KIA/RONDO/4 DOOR SEDAN | | | DELIVERY DATE | DELIVERY MILES |
| | VEHICLE I.D. NO. K N A F G 5 2 6 9 7 7 | | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | | R. O. DATE 08/04/09 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | MO: 54331 |

| LABOR & PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE | TOTAL |
|---|-----|-------------|--------------------------|------------|-----------------------------------|
| J# 1 30K1Z01 | | | BRAKE CONCERN | | |
| CUST STATES THERE IS A WOBBLE FEELING IN BRAKES 40 TO 50 MPH HAS FRONT BRAKE ROTORS WARPED AND PADS LOW RECOMMEND FRONT BRAKE PADS AND RESURFACE FRONT ROTORS IN FUTURE | | | | | |
| | | | HOURS | TECH(S) | 3009 |
| | | | | | 0.00 |
| PARTS | | | | | |
| | | | | | JOB # 1 TOTAL PARTS 0.00 |
| | | | | | JOB # 1 TOTAL LABOR & PARTS 0.00 |
| J# 2 00K1Z100 | | | LUBE, OIL, FILTER | | |
| CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE COMPLETED LUBE, OIL, AND FILTER CHANGE | | | | | |
| | | | HOURS | TECH(S) | 3009 |
| | | | | | 15.93 |
| PARTS | | | | | |
| JOB # 2 | 1 | 26300-35503 | FILTER ASSY ENG | 6.67 | 6.67 |
| JOB # 2 | 15 | 5W30 | OIL | 2.47 | 12.35 |
| | | | | | JOB # 2 TOTAL PARTS 19.02 |
| | | | | | JOB # 2 TOTAL LABOR & PARTS 34.95 |
| MISC | | | | | |
| JOB # 2 | | D1 | PARTS DISCOUNT | | -2.50 |
| JOB # 2 | | D2 | LABOR DISCOUNT | | -2.50 |
| | | | | | TOTAL MISC -5.00 |
| ESTIMATE | | | | | |
| CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$40.00 (+TAX) | | | | | |
| COMMENTS | | | | | |
| WAIT | | | | | |
| TECHNICIAN CERTIFICATION | | | | | |
| | | 3009 | RISHI | 5RK5 | |

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OF WARRANTIES**

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 90 days or 4000 miles whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

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THANK YOU!



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dba FUCCILLO KIA
 3900 State Street
 Schenectady, NY 12304
 Phone: (518) 847-0800 Fax: (518) 847-0801



| | | | | |
|------------------------------|---|------------------------|---------------------------------|---------------------------------|
| CUSTOMER NO. 14482 | ADVISOR RICK | TAG NO. 3004 | INVOICE DATE 09/02/09 | INVOICE NO. K1CS14615 |
| | LABOR RATE 99.50 | LICENSE NO. | MILEAGE 56,252 | COLOR BLUE/ |
| BALLSTON LAKE, NY | YEAR / MAKE / MODEL 07/KIA/RONDO/4 DOOR SEDAN | | DELIVERY DATE | DELIVERY MILES |
| | VEHICLE I.D. NO. K N A F G 5 2 6 9 7 7 | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | R.O. DATE 08/26/09 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | |

MO: 56253

LABOR & PARTS
 J# 1 08K1203 CHECK CHARGING SYS HOURS 0.50 TECH(S) 3003 INTERNAL
 CUSTOMER REQUESTS CHARGING SYSTEM CHECK PER GLEN
 JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 WAIT
 INTERNAL SALES PER TONY

TOTALS

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

- CASH CHECK CK NO. [] *
- VISA MASTERCARD DISCOVER *
- AMER XPRESS OTHER CHARGE *

NYS REPAIR SHOP# 7107042
 THANK YOU FOR YOUR BUSINESS PPL

DISCLAIMER OF WARRANTIES

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THANK YOU!

CUSTOMER SIGNATURE

DUPLICATE INVOICE



FUCCILLO VENTURES, INC.
dba FUCCILLO KIA
 3900 State Street
 Schenectady, NY 12304
 Phone: (518) 847-0800 Fax: (518) 847-0801



| | | | | |
|---|--|--------------------------|---------------------------------|---------------------------------|
| CUSTOMER NO. 14482 | ADVISOR RICK | TAG NO. 3004 | INVOICE DATE 06/10/10 | INVOICE NO. KICS23220 |
| LABOR RATE 99.50 | LICENSE NO. | MILEAGE 73,513 | COLOR BLUE/ | STOCK NO. |
| YEAR / MAKE / MODEL 07/KIA/RONDO/4 DOOR SEDAN | VEHICLE I.D. NO. K N A F G 5 2 6 9 7 7 | | DELIVERY DATE | DELIVERY MILES |
| BUSINESS PHONE | COMMENTS | P.O. NO. | R.O. DATE 06/10/10 | PRODUCTION DATE |

MO: 73513

LABOR & PARTS
 J# 1 03K1203 SAFETY/EMISSIONS INS HOURS TECH(S): 3011 21.00
 PERFORM STATE SAFETY AND EMISSION INSPECTION
 COMPLETED INSPECTION
 JOB # 1 TOTAL LABOR & PARTS 21.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$21.00 (+TAX)
 TOTALS

| | | |
|-------|-------------------------|--------------|
| ***** | TOTAL LABOR.... | 21.00 |
| ***** | 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 \$ | 21.00 |

NYS REPAIR SHOP# 7107042
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THANK YOU!

Reynolds and Reynolds EBALZINVE CC22854 Q (07/00)

From: [Redacted]

BALLSTON LAKE, NY

[Redacted]

DOT Mailroom

TO: W48- 226

Building: DOT

Mailstop: 4 West

Route Sym: NVS-200,210,300,010

external carrier: Delivery Confirmation

Sender:

Manufacturer:

Purchase Order:

Item 1 of 1



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