

CL-10375762-6364

8

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

NATIONAL TRANSPORTATION SAFETY BOARD  
WASHINGTON, D. C. 20594

Date December 8, 2010

The enclosed correspondence is referred to your office for such action as may be necessary.

The writer has been notified of this referral.

NHTSA  
Office of Defects  
Investigations

Remarks:

2001 Kia Sportage  
Brake Problem

Enclosure

National Transportation Safety Board

HC  
1-6-11  
DW

[REDACTED]  
Newbury, Ohio  
[REDACTED]  
[REDACTED]

November 26, 2010

National Transportation Safety Board

Re: KIA Motors of America 2001 Sportage Brake Issues:

We have contacted KIA Motors of America by phone and sent them the documentation about the brake problems that we have experienced on our 2001 KIA Sportage. We have also contacted the dealer (Preston Motors of Burton Ohio), and Autoline Council of Better Business Bureaus. We have enclosed a copy of the letter that we sent, as well as documentation on these repairs. We were contacted by phone by Kia Motors of America and we were told that they do not feel that this is a safety issue and we would have to pay to get it fixed AGAIN and AGAIN. We have already spent over \$16,000 on these brake repairs.

1600  $\frac{00}{xx}$

This amount of repair work seems like it is a safety issue with this vehicle.

We do not feel that this amount of repair work should have had to be done on this vehicle. No vehicle we have ever owned has had this many problems with the brakes. (Some have had more than 50,000 more miles on them!)

Can you give us any assistance on the matter?

[REDACTED]

[REDACTED]  
Newbury, Ohio  
[REDACTED]  
[REDACTED]

October 24, 2010

Consumer Assistance Center  
KIA Motors of America  
PO Box 52410  
Irvine CA 92619-2410

Att: Ana

*We are the owners of a 2001 KIA Sportage. I regret to inform you that we have been having repeated problems with the brakes. This vehicle has 97,000 miles on it. We have had brake work done 12 times-for the same problem. It has cost (invoices attached) \$1062.53 was done by Preston, \$241.74 was done by Lynn's BP Service, plus an additional \$100.00 for work done by myself and a friend last week. Our total out-of-pocket brake repairs has added up to \$1804.27. This has gotten to the point of being a ridiculous amount to have had to put into the brakes on this. Brake issues have been occurring much too often.*

*We have never had any issues like this with any other vehicle we have owned. We had a van that had 175,000 miles on it. Drums were replaced at about 160,000 miles. We also have a 2002 Ranger Truck with 60,000 miles on it-no brake issues.*

*We were told by Preston that it was from the weather and the salt, also that it was from not being driven-leaving it sit for a few weeks at a time. As you can see from the invoices, we are driving this. We were also told by KIA that it is natural wear on the brakes. In my experience this is an abnormal amount of repair work to have had to do on a vehicle with this kind of mileage. 3-6 months = \$400.00-\$600.00 in brake work. On one of the invoices we were charged \$111.78 for refacing the rear rotors. 53 miles later, they were pulsating again. We were charged \$304.86 for replacement of back brake drums by Preston.*

*The brakes are something that, obviously, has to be kept in good condition. The amount of repair work that we have had to have done on the brakes on this vehicle is causing me to worry about its SAFETY. We do not feel that we should have to have had this much work done on the brakes. (\$1604.27) About \$600.00 to \$800.00 would be considered a reasonable amount to spend on this kind of work on a vehicle of this age. Since this has been an on-going issue with this KIA we feel we should be reimbursed for about 1/2 of the cost of these repairs.*

*We have contacted Preston about this issue more than once, we also contacted KIA regarding this issue. The case number is K1797684. I (██████) was told that this was NORMAL WEAR & TEAR. If this is normal wear & tear it is unreasonable! Have there been others with this problem? Can you give us any assistance with this?*

*Sincerely,*

████████████████████

NEWBURY, OH

PAGE 1

13600 West Center Street

BURTON, OHIO 44021

(440) 834-9700 (440) 953-0127

1-800-220-2342

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 107 PETER LAMB

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|-------|------|------------|-----|---------|-----------------|-----|
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[REDACTED]  
Newbury, Ohio [REDACTED]  
[REDACTED]  
[REDACTED]

*November 26, 2010*

*Autoline Council of Better Business Bureaus*

*Re: KIA Motors of America 2001 Sportage Brake Issues:*

*We have contacted KIA Motors of America by phone and sent them the documentation about the brake problems that we have experienced on our 2001 KIA Sportage. We have enclosed a copy of the letter that we sent, as well as documentation on these repairs. We were contacted by phone by Kia Motors of America and we were told that they do not feel that this is a safety issue and we would have to pay to get it fixed AGAIN and AGAIN. We have already spent over \$1800.00 on these brake repairs.*

*We do not feel that this amount of repair work should have had to be done on this vehicle. No vehicle we have ever owned has had this many problems with the brakes. (Some have had more than 50,000 more miles on them!)*

*Can you give us any assistance on the matter?*

*Thank you,*

[REDACTED]

SERVICE BRAKES, HYDRAULIC 12/4/2003 - TOLEDO, OH  
BRAKE ROTORS AND PADS REPLACED EVERY 12,000 MILES.  
THE LAST TIME VEHICLE WAS REPAIRED, THE ROTORS, PADS  
AND CALIPERS WERE REPLACED. CONSUMER STATED BRAKES  
WERE REPLACED THREE TIMES. DEALER CLAIMED IT WAS  
NOTHING WRONG WITH THE VEHICLE. PLEASE PROVIDE  
FURTHER INFORMATION.



kia sportage brake problems

X Search

Instant is on ▾

About 64,200 results (0.37 seconds)

Advanced search

Everything

Images

Videos

More

Chardon, OH

Change location

Show search tools

► **Kia sportage recall**

[www.Kia.Edmunds.com](http://www.Kia.Edmunds.com) 140 HP, EPA 22 mpg / 26 mpg **Kia Sportage Research & Reviews**

**Consumer complaints about Kia brake problems**

Since leasing my 1999 **Kia Sportage** 2/11/99 I have had to have the **brakes replaced three times ...** While living in Dallas I was always having **brake problems. ...**

[www.consumeraffairs.com/automotive/kia\\_brakes.html](http://www.consumeraffairs.com/automotive/kia_brakes.html) - Cached - Similar

**Consumer complaints about Kia**

I purchased a 1998 **Kia Sportage** as new in 1-99. A week later **problems began ...**

[www.consumeraffairs.com/automotive/kia\\_everything.html](http://www.consumeraffairs.com/automotive/kia_everything.html) - Cached - Similar

Show more results from consumeraffairs.com

**Kia Sportage Brake, Sportage Brakes, Sportage Brake Replacement ...**

If there's one thing you should never put up with, it's **Kia Sportage brake problems**. Well, that and socks that are too long for your feet and thet get all ...

[www.autoanything.com/brakes/Kia/Sportage/110A50530A0A0A14A172A1.aspx](http://www.autoanything.com/brakes/Kia/Sportage/110A50530A0A0A14A172A1.aspx) - Cached

**2002 Kia Sportage Kia sportage brakes**

**brake problems**. I put new brake pads and front discs on my 2002 **kia sportage**, added **brake fluid** and only loosened the bolt on the .

...  
[www.fixya.com/...kia...kia\\_sportage/kia\\_sportage\\_brakes](http://www.fixya.com/...kia...kia_sportage/kia_sportage_brakes) - Cached - Similar

**Kia Sportage Recall Information - Kia Recalls & Problems**

May 13, 2010 ... Description, EXTERIOR LIGHTING:**BRAKE LIGHTS:SWITCH**. Summary, HUYNDAI-KIA IS RECALLING 139844 MY 2006-2007- SEDONA, **SPORTAGE**, SORENTO AND MY ...  
[www.lemonauto.com/.../kia/kia\\_sportage.htm](http://www.lemonauto.com/.../kia/kia_sportage.htm) - Cached - Similar

**DO NOT BUY A KIA!!!!!!**

Mar 13, 2000 ... Does this make sense? The car isn't even a yeer old. I have a history of **brake problems** with my car as well. 1997 **Kia Sportage** - Piece ...

[members.tripod.com/aiki\\_joe/i\\_hate\\_kia/index2.html](http://members.tripod.com/aiki_joe/i_hate_kia/index2.html) - Cached - Similar

**Brake disc problems - Kia Sportage 2006 - Tech Support Forum**

Jul 28, 2008 ... The front **brake discs** on my 2006 **Sportage** are warped. This is the second time this has happened. First at 45000km and now again at 106000km.

[www.techsupportforum.com](http://www.techsupportforum.com) > ... > Automotive Support - Cached - Similar

**Kia Sportage brake, ABS and ESC OFF lights came on and stayed on ...**

Jul 12, 2010 ... My **Kia Sportage LX,2008**, 4x4 had the **brake light**, the **ABS light** and ... I think you need a better scanner perhaps. Some of the little handhelds ...

[answers.edmunds.com/question-Kia-Sportage-brake-ABS-and-ESC-OFF-lights-came-on-and-stayed-on-Computer-scanned-found-no-proble...](http://answers.edmunds.com/question-Kia-Sportage-brake-ABS-and-ESC-OFF-lights-came-on-and-stayed-on-Computer-scanned-found-no-proble...) - Cached

Sponsored link

Sponsored links

**Kia Brakes Repair**

Avoid Common Car **Problems w/ Auto Maintenance Tips From AOL Autos!**  
[Autos.AOL.com](http://Autos.AOL.com)

**Ask a Kia Mechanic Online**

6 **Kia Mechanics** Are Online! **Kia Problems?** Get an Answer ASAP.  
[Kia.JustAnswer.com](http://Kia.JustAnswer.com)

See your ad here >

## **KIA SPORTAGE Problems | KIA SPORTAGE Recalls &**

**Defects** 

**KIA SPORTAGE PROBLEMS | SAFETY RECALLS & DEFECTS ...**

1998-1999 KIA SPORTAGE SERVICE BRAKES,  
HYDRAULIC:FOUNDATION COMPONENTS:HOSES,  
LINES/PIPING, ...

[www.automotix.net](#) > ... > Safety Recalls & Defects > KIA -

Cached - Similar

## **Kia Sportage Lemon Car | Lemon Law | Lemberg &**

**Associates LLC** 

The following are common problems faced by Kia Sportage  
owners, as filed with the National Highway Traffic Safety  
Administration (NHTSA): Parking Brake ...

[www.lemonjustice.com](#) > ... > Top 20 Lemons - Cached - Similar

## **Searches related to kia sportage brake problems**

**hyundai brake problems**

**ford escape brake problems**

**toyota brake problems**

1 2 3 4 5 6 7 8 9 10

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About Google

[REDACTED]  
Newbury, Ohio  
[REDACTED]  
[REDACTED]

October 24, 2010

Consumer Assistance Center  
KIA Motors of America  
PO Box 52410  
Irvine CA 92619-2410

Att: Ana

*We are the owners of a 2001 KIA Sportage. I regret to inform you that we have been having repeated problems with the brakes. This vehicle has 97,000 miles on it. We have had brake work done 12 times-for the same problem. It has cost (invoices attached) \$1462.53 was done by Preston, \$241.74 was done by Lynn's BP Service, plus an additional \$100.00 for work done by myself and a friend last week. Our total out-of-pocket brake repairs has added up to \$1804.27. This has gotten to the point of being a ridiculous amount to have had to put into the brakes on this. Brake issues have been occurring much too often.*

*We have never had any issues like this with any other vehicle we have owned. We had a van that had 175,000 miles on it. Drums were replaced at about 160,000 miles. We also have a 2002 Ranger Truck with 60,000 miles on it-no brake issues.*

*We were told by Preston that it was from the weather and the salt, also that it was from not being driven-leaving it sit for a few weeks at a time. As you can see from the invoices, we are driving this. We were also told by KIA that it is natural wear on the brakes. In my experience this is an abnormal amount of repair work to have had to do on a vehicle with this kind of mileage. 3-6 months = \$400.00-\$600.00 in brake work. On one of the invoices we were charged \$111.78 for refacing the rear rotors. 53 miles later, they were pulsating again. We were charged \$304.86 for replacement of back brake drums by Preston.*

*The brakes are something that, obviously, has to be kept in good condition. The amount of repair work that we have had to have done on the brakes on this vehicle is causing me to worry about its SAFETY. We do not feel that we should have to have had this much work done on the brakes. (\$1804.27) About \$600.00 to \$800.00 would be considered a reasonable amount to spend on this kind of work on a vehicle of this age. Since this has been an on-going issue with this KIA we feel we should be reimbursed for about ½ of the cost of these repairs.*

*We have contacted Preston about this issue more than once, we also contacted KIA regarding this issue. The case number is K1797684. I [REDACTED] was told that this was NORMAL WEAR & TEAR. If this is normal wear & tear it is unreasonable! Have there been others with this problem? Can you give us any assistance with this?*

*Sincerely,*

[REDACTED]



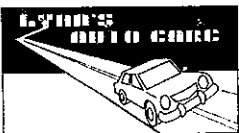
PHONE: (440) 285-7966  
FAX: (440) 285-3947

# SERVICE ORDER

*PAID CASH*

| <b>DEALER</b><br>LYNN'S BP SERVICE<br>11114 CHARDON RD<br>CHARDON, OH 44024<br>314-285-7966                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               | <b>CUSTOMER'S NAME &amp; ADDRESS</b><br>[REDACTED]<br>CHARDON, OH<br>[REDACTED]                   |                                                                          | <b>DATE &amp; TIME</b><br>02/25/04<br>12:34 |             | <b>WE APPRECIATE YOUR BUSINESS</b>                                                          |        |                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|---------------------------------------------|-------------|---------------------------------------------------------------------------------------------|--------|------------------------------------------------------|
| <b>VEHICLE LICENSE NO.</b><br>[REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                               | <b>ODOMETER</b><br>32,985                                                                         |                                                                          | <b>VEHICLE DESCRIPTION</b><br>01 KIA        |             |                                                                                             |        |                                                      |
| <b>VEHICLE IDENTIFICATION NO.</b><br>[REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                               | <b>PAYMENT METHOD</b><br><input type="checkbox"/> BP<br><input checked="" type="checkbox"/> OTHER |                                                                          | <b>CREDIT CARD NO.</b><br>[REDACTED]        |             |                                                                                             |        |                                                      |
| <b>CREDIT AUTHORIZATION</b><br>[REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                               | <b>DELIVER</b><br><input type="checkbox"/> WILL CALL<br><input type="checkbox"/> PHONE WHEN READY |                                                                          |                                             |             |                                                                                             |        |                                                      |
| <b>SERVICE REPAIR INSTRUCTIONS / SYMPTOMS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                               |                                                                                                   |                                                                          |                                             |             | <b>SERVED BY</b><br>PH                                                                      |        | <b>ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.</b> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                               |                                                                                                   |                                                                          |                                             |             | <b>INSPECTED BY</b><br>PH                                                                   |        |                                                      |
| TECH.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | QTY                           | PART NO.                                                                                          | REPAIR / SERVICE DESCRIPTION                                             |                                             |             | PARTS                                                                                       | LABOR  |                                                      |
| PH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                               | FRONTDISC                                                                                         | BRAKE SERVICE                                                            |                                             |             | 129.95                                                                                      | .00    |                                                      |
| PH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                               |                                                                                                   | TURN ROTORS INSTALL PADE                                                 |                                             |             | .00                                                                                         | 3.95   |                                                      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                               |                                                                                                   | SHOP EV FEE                                                              |                                             |             |                                                                                             |        |                                                      |
| <b>CUSTOMER REQUESTED RETURNED PARTS</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                               |                                                                                                   | <b>SAFETY RECOMMENDATIONS</b>                                            |                                             |             | <b>TOTALS</b>                                                                               |        |                                                      |
| <b>Customer Rights:</b><br>You are entitled to an estimate of the cost of the repairs or services which you have requested. The dealer agrees that the amount of the estimate will not be exceeded unless additional work and cost have been authorized by you. We will not proceed until your approval has been secured. Should you fail to authorize completion of repairs or services a charge may be imposed for vehicle disassembly, reassembly, or partially completed work.<br><br><b>NOTE:</b> Not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control.<br><br>The independent dealer named above is authorized by me to perform the described services and repairs including replacement of necessary parts. Dealer or his employees may operate vehicles for inspection, testing or delivery at my risk. Work may be subcontracted as necessary and as explained to me. |                               |                                                                                                   | <b>TIRES, BRAKES, BATTERY &amp; COOLANT</b>                              |                                             |             | LABOR                                                                                       | 3.95   |                                                      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                               |                                                                                                   |                                                                          |                                             |             | PARTS                                                                                       | 129.95 |                                                      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                               |                                                                                                   |                                                                          |                                             |             | SALES TAX                                                                                   | 9.38   |                                                      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                               |                                                                                                   |                                                                          |                                             |             | GASOLINE                                                                                    |        |                                                      |
| <b>CUSTOMER'S SIGNATURE</b><br>X                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                               |                                                                                                   | <b>PSI</b><br>100<br><b>BRAKES-F</b><br><b>BATTERY</b><br><b>COOLANT</b> |                                             |             | SUB-LET                                                                                     | .00    |                                                      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                               |                                                                                                   |                                                                          |                                             |             | DEPOSIT                                                                                     | .00    |                                                      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                               |                                                                                                   |                                                                          |                                             |             | <b>TOTAL</b>                                                                                |        | 143.28                                               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                               |                                                                                                   |                                                                          |                                             |             |                                                                                             |        |                                                      |
| <b>REVISED ESTIMATE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>PARTS</b>                  | <b>LABOR</b>                                                                                      | <b>TOTAL</b>                                                             | <b>DATE</b>                                 | <b>TIME</b> | <input type="checkbox"/> IN PERSON<br><input type="checkbox"/> BY PHONE                     |        |                                                      |
| <b>BY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>AUTHORIZED BY CUSTOMER</b> |                                                                                                   |                                                                          | <b>PHONE NO.</b>                            |             | I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.<br>X |        |                                                      |

CUSTOMER COPY



PHONE: (440) 285-7966  
FAX: (440) 285-3947

# SERVICE ORDER

0600-A05401

|                                                                                             |  |                                                                                                     |                                      |                                                                                                                                |                                                |
|---------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| <b>DEALER</b><br>LYNN'S BP SERVICE<br>11114 CHARDON RD<br>CHARDON, OH 44024<br>216-285-7966 |  | <b>CUSTOMER'S NAME &amp; ADDRESS</b><br>[REDACTED]<br>CHARDON, OH<br>[REDACTED]<br>DAY [REDACTED] X |                                      | <b>DATE &amp; TIME</b><br>06/22/04<br>13:54                                                                                    | <b>WE<br/>APPRECIATE<br/>YOUR<br/>BUSINESS</b> |
| <b>E.P.A. NUMBER EPA 1</b>                                                                  |  |                                                                                                     |                                      | <b>WRITTEN BY</b>                                                                                                              |                                                |
| <b>VEHICLE LICENSE NO.</b><br>[REDACTED]                                                    |  | <b>ODOMETER</b><br>36,209                                                                           | <b>VEHICLE DESCRIPTION</b><br>01 KIA | <b>PROMISED</b><br>06/22                                                                                                       |                                                |
| <b>PAYMENT METHOD</b><br><input type="checkbox"/> BP<br><input type="checkbox"/> OTHER      |  | <b>CREDIT CARD NO.</b>                                                                              | <b>CREDIT AUTHORIZATION</b>          | <input type="checkbox"/> DELIVER<br><input checked="" type="checkbox"/> WILL CALL<br><input type="checkbox"/> PHONE WHEN READY |                                                |

## SERVICE REPAIR INSTRUCTIONS / SYMPTOMS

|                             |                                                                 |
|-----------------------------|-----------------------------------------------------------------|
| <b>SERVED BY</b><br>BGPB    | <b>ALL PARTS ARE<br/>NEW UNLESS<br/>SPECIFIED<br/>OTHERWISE</b> |
| <b>INSPECTED BY</b><br>FHBG |                                                                 |

| TECH.     | QTY | PART NO. | REPAIR / SERVICE DESCRIPTION                      | PARTS | LABOR |
|-----------|-----|----------|---------------------------------------------------|-------|-------|
| BGPB      | 2   | FRONT    | DISC BRAKE ROTORS<br>TIGHTEN FRONT WHEEL BEARINGS | 57.76 | 34.25 |
| PAID CASH |     |          |                                                   |       |       |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                        |       |                                             |      |          |                                                                                        |           |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-------|---------------------------------------------|------|----------|----------------------------------------------------------------------------------------|-----------|--|
| <b>CUSTOMER REQUESTED RETURNED PARTS</b> <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                        |       | <b>SAFETY RECOMMENDATIONS</b>               |      |          | <b>TOTALS</b>                                                                          |           |  |
| <p><b>Customer Rights:</b><br/>You are entitled to an estimate of the cost of the repairs or services which you have requested. The dealer agrees that the amount of the estimate will not be exceeded unless additional work and cost have been authorized by you. We will not proceed until your approval has been secured; should you fail to authorize completion of repairs or services a charge may be imposed for vehicle disassembly, reassembly, or partially completed work.</p> <p><b>NOTE:</b> Not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control.</p> <p>The independent dealer named above is authorized by me to perform the described services and repairs, including replacement of necessary parts. Dealer or his employees may operate vehicle for inspection, testing or delivery at my risk. Work may be subcontracted as necessary and as explained to me.</p> |                        |       | <b>TIRES, BRAKES, BATTERY &amp; COOLANT</b> |      |          | LABOR                                                                                  |           |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                        |       | PSI                                         | 100  |          |                                                                                        | PARTS     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                        |       | BRAKES-F                                    |      | BRAKES-R | 75                                                                                     | SALES TAX |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                        |       | BATTERY                                     |      |          |                                                                                        | GASOLINE  |  |
| CUSTOMER'S SIGNATURE<br>X                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                        |       | COOLANT                                     |      |          | SUBLET                                                                                 |           |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                        |       |                                             |      |          | DEPOSIT                                                                                |           |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                        |       |                                             |      |          | <b>TOTAL</b>                                                                           |           |  |
| REVISED ESTIMATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | PARTS                  | LABOR | TOTAL                                       | DATE | TIME     | I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. |           |  |
| BY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | AUTHORIZED BY CUSTOMER |       | PHONE NO.                                   | X    |          |                                                                                        |           |  |

CUSTOMER COPY

13204

156586  
CUSTOMER COPY  
\*INVOICE\*

**PRESTON**  
Nobody Sells for Less  
CHEVROLET - CADILLAC, INC.

13600 West Center Street  
BURTON, OHIO 44021  
(440) 834-9700 (440) 953-0127  
1-800-220-2342

NEWBURY, OH  
HOME: BUS:

PAGE 1

SERVICE ADVISOR: 107 PETER LAMB

| COLOR       | YEAR      | MAKE/MODEL   | VIN                                 | LICENSE | MILEAGE IN/ OUT | TAG     |           |
|-------------|-----------|--------------|-------------------------------------|---------|-----------------|---------|-----------|
| EVERGREEN   | 01        | KIA SPORTAGE | KNDJA723515                         |         | 51284/51284     | T325    |           |
| DEL DATE    | PROD DATE | WARR EXP     | PROMISED                            | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 23APR01 IS  |           |              | 17:00 28DEC05                       |         |                 | CASH    | 28DEC05   |
| R.O. OPENED |           | READY        | OPTIONS: DLR:28316 ENG:2.0 16V DOHC |         |                 |         |           |

08:39 28DEC05 16:21 28DEC05

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A LUBE, OIL, FILTER CHANGE, 27PT INSPECTION, FREE AUTO WASH  
3K LUBE, OIL, FILTER CHANGE, 27PT INSPECTION,  
FREE AUTO WASH

148 DUREY, ROBERT LIC#: 148  
IADCP

1 0FE3R-14302 FILTER, OIL  
5 LUBE1 OIL

(N/C)  
(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

51284 LOF

\*\*\*\*\*

B COMPLETE BRAKE INSPECTION

SVC27-200 REPLACE PADS/REFACE ROTORS

148 DUREY, ROBERT LIC#: 148

CP

1 0K045-3323Z PAD SET-FRONT

|        |        |
|--------|--------|
| 109.95 | 109.95 |
| 75.22  | 69.95  |

SVC28-200 REFACED REAR DRUMS/CLEANED AND ADJUSTED  
REAR SHOES

148 DUREY, ROBERT LIC#: 148

CP

|        |        |
|--------|--------|
| 109.95 | 109.95 |
|--------|--------|

PARTS: 69.95 LABOR: 219.90 OTHER: 0.00 TOTAL LINE B: 289.85

51284 BRAKE INSP CUT F ROTORS REPL PADS CUT REAR DRUMS R SERV LOF

\*\*\*\*\*

SHOP AND EPA CHARGE

11.00

# CUSTOMER COPY

## CUSTOMER PAY DEDUCTIBLE FOR LINE A

12.95

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection.

## STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

## TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees 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. I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

X

## SERVICE HOURS:

7:30 AM TO 5:30 PM

MONDAY THRU FRIDAY

9:00 AM - 4:00 PM

SATURDAY

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 219.90 |
| PARTS AMOUNT           | 69.95  |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 23.95  |
| TOTAL CHARGES          | 313.80 |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 20.40  |
| PLEASE PAY THIS AMOUNT | 334.20 |

13204

177572  
CUSTOMER COPY  
\*INVOICE\*

**PRESTON**  
Nobody Sells for Less  
CHEVROLET - CADILLAC, INC.

13600 West Center Street  
BURTON, OHIO 44021  
(440) 834-9700 (440) 953-0127  
1-800-220-2342

NEWBURY, OH  
HOME: BUS:

PAGE 2

SERVICE ADVISOR: 107 PETER LAMB

| COLOR                       | YEAR       | MAKE/MODEL    | VIN                                         | LICENSE | MILEAGE IN/ OUT | TAG     |           |
|-----------------------------|------------|---------------|---------------------------------------------|---------|-----------------|---------|-----------|
| EVERGREEN                   | 01         | KIA SPORTAGE  | KNDJA723515                                 |         | 74769/74769     | T637    |           |
| DEL DATE                    | PROD. DATE | WARR EXP.     | PROMISED                                    | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 23APR01 IS                  |            |               | WAIT 13JUN07                                |         |                 | CASH    | 05JUL07   |
| R.O. OPENED                 |            | READY         | OPTIONS: DLR:28316 ENG:2.0 16V DOHC         |         |                 |         |           |
| 07:56 13JUN07               |            | 11:14 05JUL07 | TRN:4_SPD_AUTO 1)SERVICE CARD# 120013002073 |         |                 |         |           |
| LINE OPCODE TECH TYPE HOURS |            |               |                                             | LIST    | NET             | TOTAL   |           |

FC: N21 PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:

PARTS: 0.00 LABOR: 42.95 OTHER: 0.00 TOTAL LINE C: 42.95

74769 FRONT ROTORS WARPED REMOVE AND REFACE BOTH FRONTS INSTALL AND  
LUBE CALIPERS NO FURTHER PROB FOUND PERF REAR SERV

\*\*\*\*\*

D 2 WAY SHUTTLE SERVICE

Z7911 2 WAY SHUTTLE SERVICE

148 DUREY, ROBERT LIC#: 148

CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

74769

\*\*\*\*\*

SHOP AND EPA CHARGE 5.81

**CUSTOMER COPY**

**CUSTOMER PAY DEDUCTIBLE FOR LINE A**

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection.

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**TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE**

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees 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. I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

X

**SERVICE HOURS:**

7:30 AM TO 5:30 PM

MONDAY THRU FRIDAY

9:00 AM - 4:00 PM

SATURDAY

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 116.20 |
| PARTS AMOUNT           | 65.75  |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 18.76  |
| TOTAL CHARGES          | 200.71 |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 13.04  |
| PLEASE PAY THIS AMOUNT | 213.75 |

13204

160241  
CUSTOMER COPY  
\*INVOICE\*

**PRESTON**  
Nobody Sells for Less  
CHEVROLET - CADILLAC, INC.

13600 West Center Street  
BURTON, OHIO 44021  
(440) 834-9700 (440) 953-0127  
1-800-220-2342

NEWBURY, OH  
HOME: BUS:

PAGE 1

SERVICE ADVISOR: 107 PETER LAMB

| COLOR         | YEAR       | MAKE/MODEL    | VIN           | LICENSE                                     | MILEAGE IN/OUT | TAG     |           |
|---------------|------------|---------------|---------------|---------------------------------------------|----------------|---------|-----------|
| EVERGREEN     | 01         | KIA SPORTAGE  | KNDJA723515   |                                             | 54628/54628    | T944    |           |
| DEL DATE      | PROD. DATE | WARR EXP      | PROMISED      | PO NO.                                      | RATE           | PAYMENT | INV. DATE |
| 23APR01 IS    |            |               | 17:00 01APR06 |                                             |                | CASH    | 31MAR06   |
| R.O. OPENED   |            | READY         |               | OPTIONS:                                    |                |         |           |
|               |            |               |               | DLR:28316 ENG:2.0 16V DOHC                  |                |         |           |
| 08:07 31MAR06 |            | 08:45 31MAR06 |               | TRN:4_SPD_AUTO 1)SERVICE CARD# 120013002073 |                |         |           |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A LUBE, OIL, FILTER CHANGE, 27PT INSPECTION, FREE AUTO WASH

3K LUBE, OIL, FILTER CHANGE, 27PT INSPECTION,  
FREE AUTO WASH

807 MORVILIUS, RICHARD LIC#: 807

IADCP

1 OFE3R-14302 FILTER, OIL

5 LUBE1 OIL

NC ROADTESTED - UNABLE TO DUPLICATE BRAKE

PULSATION - ALL BRAKES LOOK GOOD AT THIS  
TIME.

807 MORVILIUS, RICHARD LIC#: 807

CP

|        |      |        |      |        |      |               |      |
|--------|------|--------|------|--------|------|---------------|------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE A: | 0.00 |
|--------|------|--------|------|--------|------|---------------|------|

\*\*\*\*\*

Goodwrench  
Service

**CUSTOMER COPY**

CUSTOMER PAY DEDUCTIBLE FOR LINE A

12.95

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CUSTOMER SIGNATURE

X

**SERVICE HOURS:**

7:30 AM TO 5:30 PM

MONDAY THRU FRIDAY

9:00 AM - 4:00 PM

SATURDAY

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 12.95  |
| TOTAL CHARGES          | 12.95  |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 0.84   |
| PLEASE PAY THIS AMOUNT | 13.79  |

13204

1 6 7 2 2 5  
CUSTOMER COPY  
\*INVOICE\*

**PRESTON**  
Nobody Sells for Less  
CHEVROLET - CADILLAC, INC.

13600 West Center Street  
BURTON, OHIO 44021  
(440) 834-9700 (440) 953-0127  
1-800-220-2342

NEWBURY, OH

HOME: [REDACTED] BUS:

DUPLICATE 1  
PAGE 1

SERVICE ADVISOR: 107 PETER LAMB

| COLOR         | YEAR      | MAKE/MODEL    | VIN           | LICENSE                                     | MILEAGE IN/ OUT | TAG     |           |
|---------------|-----------|---------------|---------------|---------------------------------------------|-----------------|---------|-----------|
| EVERGREEN     | 01        | KIA SPORTAGE  | KNDJA723515   |                                             | 61528/61528     | T275    |           |
| DEL DATE      | PROD DATE | WARR EXP      | PROMISED      | PO NO.                                      | RATE            | PAYMENT | INV. DATE |
| 23APR01 IS    |           |               | 17:00 26SEP06 |                                             |                 | CASH    | 26SEP06   |
| R.O. OPENED   |           | READY         |               | OPTIONS: DLR:28316 ENG:2.0 16V DOHC         |                 |         |           |
| 09:52 26SEP06 |           | 14:05 26SEP06 |               | TRN:4_SPD_AUTO 1)SERVICE CARD# 120013002073 |                 |         |           |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

## A CUST STATES BRAKES PULSATE

R1.0 ROADTESTED - INSPECTED AND REPLACED BOTH FRT  
ROTORS / DECKED PADS.CLEANED AND LUBED  
CALIPERS/SLIDES.

148 DUREY,ROBERT LIC#: 148

CP

|        |              |                |       |        |       |               |        |
|--------|--------------|----------------|-------|--------|-------|---------------|--------|
| 2      | OK011-33251E | DISC-BRAKE,FRT |       |        | 79.95 | 79.95         | 159.90 |
| PARTS: | 159.90       | LABOR:         | 59.95 | OTHER: | 0.00  | TOTAL LINE A: | 219.85 |

61528 BRAKES PULSING REPL F ROTORS LUBE CALIPERS DECK PADS

\*\*\*\*\*

## B SHUTTLE

NC FREE PRESTON SHUTTLE

148 DUREY,ROBERT LIC#: 148

CP

|        |      |        |      |        |      |               |      |
|--------|------|--------|------|--------|------|---------------|------|
|        |      |        |      |        | 0.00 | 0.00          |      |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE B: | 0.00 |

61528

\*\*\*\*\*

SHOP AND EPA CHARGE

1.00

**CUSTOMER COPY**

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CUSTOMER SIGNATURE

X

## SERVICE HOURS:

7:30 AM TO 5:30 PM

MONDAY THRU FRIDAY

9:00 AM - 4:00 PM

SATURDAY

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 59.95  |
| PARTS AMOUNT           | 159.90 |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 1.00   |
| TOTAL CHARGES          | 220.85 |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 14.36  |
| PLEASE PAY THIS AMOUNT | 235.21 |

9-26-06-MW. Paid in full - cash

13204

170976  
CUSTOMER COPY  
\*INVOICE\*

**PRESTON**  
Nobody Sells for Less  
CHEVROLET - CADILLAC, INC.

13600 West Center Street  
BURTON, OHIO 44021  
(440) 834-9700 (440) 953-0127  
1-800-220-2342

NEWBURY, OH

HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 398 MICHAEL WARDLOW

| COLOR      | YEAR       | MAKE/MODEL   | VIN           | LICENSE | MILEAGE IN/ OUT | TAG     |           |
|------------|------------|--------------|---------------|---------|-----------------|---------|-----------|
| EVERGREEN  | 01         | KIA SPORTAGE | KNDJA723515   |         | 66538/66538     | T806    |           |
| DEL DATE   | PROD. DATE | WARR. EXP.   | PROMISED      | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 23APR01 IS |            |              | 17:00 28DEC06 |         |                 | CASH    | 29DEC06   |

R.O. OPENED: 07:34 28DEC06  
READY: 08:42 29DEC06  
OPTIONS: DLR:28316 ENG:2.0 16V DOHC  
TRN:4 SPD\_AUTO 1) SERVICE CARD# 120013002073

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A LUBE, OIL, FILTER CHANGE, 27PT INSPECTION, FREE AUTO WASH

3K LUBE, OIL, FILTER CHANGE, 27PT INSPECTION,  
FREE AUTO WASH

392 KREIDER, RONALD E LIC#: 392

IADCP

1 0FE3R-14302 FILTER, OIL

5 LUBE1 OIL

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

66538 LOF

\*\*\*\*\*

B CUSTOMER STATES BRAKES PULSATE

CAUSE: C09

33251R0B REPLACE BOTH FRONT ROTORS AND ROADTEST

148 DUREY, ROBERT LIC#: 148

WK

2 0K011-33251E DISC BRAKE, FRT

PO PARTS ONLY

148 DUREY, ROBERT LIC#: 148

CP

1 0K045-3323Z PAD SET-FRONT

(N/C)

(N/C)

FC: N21 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

APPOINTMENT  
DATE 4-4-07 0.00  
TIME 3:00 45.95 45.95 45.95

PARTS: 45.95 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 45.95

66538 FRONT ROTORS WARPED REPL BOTH FRONT AND CLEAN AND LUBE CALIPERS  
REPL PADS CUST PAID FOR PADS ONLY

\*\*\*\*\*

# CUSTOMER COPY

CUSTOMER PAY DEDUCTIBLE FOR LINE A

12.95

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection.

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CUSTOMER SIGNATURE

X

**SERVICE HOURS:**

7:30 AM TO 5:30 PM

MONDAY THRU FRIDAY

9:00 AM - 4:00 PM

SATURDAY

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 45.95  |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 12.95  |
| TOTAL CHARGES          | 58.90  |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 3.83   |
| PLEASE PAY THIS AMOUNT | 62.73  |

13204

176162  
CUSTOMER COPY  
\*INVOICE\*

**PRESTON**  
Nobody Sells for Less  
CHEVROLET - CADILLAC, INC.

13600 West Center Street  
BURTON, OHIO 44021  
(440) 834-9700 (440) 953-0127  
1-800-220-2342

NEWBURY, OH

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 398 MICHAEL WARDLOW

| COLOR      | YEAR      | MAKE/MODEL   | VIN           | LICENSE | MILEAGE IN/ OUT | TAG     |           |
|------------|-----------|--------------|---------------|---------|-----------------|---------|-----------|
| EVERGREEN  | 01        | KIA SPORTAGE | KNDJA723515   |         | 70509/70509     | T563    |           |
| DEL DATE   | PROD DATE | WARR EXP.    | PROMISED      | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 23APR01 IS |           |              | 17:00 08MAY07 |         |                 | CASH    | 08MAY07   |

| R.O. OPENED   | READY         | OPTIONS                                                                   |
|---------------|---------------|---------------------------------------------------------------------------|
| 16:18 07MAY07 | 16:08 08MAY07 | DLR:28316 ENG:2.0 16V DOHC<br>TRN:4_SPD_AUTO 1)SERVICE CARD# 120013002073 |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A SERVICE ENGINE SOON LIGHT COMING ON

R1.0 SCANNED FOR CODES - HAD P0442 PERFORMED EVAP  
TESTED, INSPECTED AND GRIND RUST FROM FILLER  
LIP AND RESEALED.

148 DUREY, ROBERT LIC#: 148

CP

PARTS: 0.00 LABOR: 79.00 OTHER: 0.00 TOTAL LINE A: 79.00

70509 MIL ON SCAN FOUND CODE P0442 SMALL EVAP LEAK INSP FOUND FILLER  
NECK RUSTED BADLY USED WIRE WHEEL TO CLEAN AND GREASE CLEARED CODE AND  
RAN EVAP TEST WITH SCAN TOOL NO FURTHER PROB FOUND

\*\*\*\*\*

B CUST STATES BRAKES PULSATING AGAIN

33251ROB FRONT ROTORS REPLACE PER PARTS WAARANTY

148 DUREY, ROBERT LIC#: 148

WK

2 OK011-33251E DISC-BRAKE, FRT

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

70509 BRAKE PULSATION INSP FOUND F ROTORS WARPED SEVERLY BAD REMOVE  
CALIPERS AND REPL BOTH F ROTORS LUBE AND CLEAN PINS AND SLIDES ROAD  
TESTED NO FURTHER PROB AT THIS TIME

\*\*\*\*\*

C NIGHT DROP-CALL AT WORK DURING DAY 440-285-8591

I INFORMATION ONLY

148 DUREY, ROBERT LIC#: 148

CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

70509

\*\*\*\*\*

SHOP AND EPA CHARGE

3.95

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repair or service, a charge will be imposed for disassembly, reassembly or partially completed work.  
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owner's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I

KNOWLEDGE RECEIPT OF A COPY HEREOF.

X SIGNATURE

## SERVICE HOURS:

7:30 AM TO 5:30 PM

MONDAY THRU FRIDAY

9:00 AM - 4:00 PM

SATURDAY

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 79.00  |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 3.95   |
| TOTAL CHARGES          | 82.95  |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 5.40   |
| PLEASE PAY THIS AMOUNT | 88.35  |

CUSTOMER #: 13204

219427

# PRESTON

**Nobody Sells for Less**  
CHEVROLET - CADILLAC, INC.

13600 West Center Street  
BURTON, OHIO 44021  
(440) 834-9700 (440) 953-0127  
1-800-220-2342

\*INVOICE\*

PAGE 1

NEWBURY, OH

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 398 MICHAEL WARDLOW

| COLOR     | YEAR | MAKE/MODEL   | VIN         | LICENSE | MILEAGE IN/OUT | TAG  |
|-----------|------|--------------|-------------|---------|----------------|------|
| EVERGREEN | 01   | KIA SPORTAGE | KNDJA723515 |         | 93448/93448    | T079 |

| DEL DATE   | PROD. DATE | WARR. EXP. | PROMISED      | PO NO. | RATE | PAYMENT | INV. DATE |
|------------|------------|------------|---------------|--------|------|---------|-----------|
| 23APR01 DD |            |            | 17:00 04FEB10 |        |      | CASH    | 05FEB10   |

| R.O. OPENED   | READY         | OPTIONS:                                                                  |
|---------------|---------------|---------------------------------------------------------------------------|
| 08:43 04FEB10 | 11:18 05FEB10 | DLR:28316 ENG:2.0 16V DOHC<br>TRN:4 SPD_AUTO 1)SERVICE CARD# 120013002073 |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A CUST STATES BRAKES PULSATING - JUST HAD BRAKE WORK DONE HERE 2 MONTHS  
AGO

CAUSE: C09

33251R0B REPLACED BOTH FRONT BRAKE ROTORS,  
REFERENCE R.O.#203536

901 PUTNAM, BRIAN LIC#: 901

WK

2 0K011-33251D DISC-PLATE

(N/C)

R1.0 ADDITIONAL BRAKE LABOR

(N/C)

901 PUTNAM, BRIAN LIC#: 901

IS

(N/C)

FC: N21

PART#: 0K011-33251D

COUNT: 2

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

93448 CK BRKS FOUND FRT ROTORS WARPED, REMOVED FRT ROTORS CLEANED  
AND LUBED ALL SLIDERS, INSTALLED NEW ROTORS RECHECKED FOUND OK

\*\*\*\*\*

B LUBE, OIL, FILTER CHANGE, 27PT INSPECTION, FREE AUTO WASH

3K LUBE, OIL, FILTER CHANGE, 27PT INSPECTION,

FREE AUTO WASH

901 PUTNAM, BRIAN LIC#: 901

IADCP

(N/C)

1 26300-2Y500 FILTER-OIL

(N/C)

5 LUBE1 OIL

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

93448 PERFORMED LOF

\*\*\*\*\*

**CUSTOMER PAY DEDUCTIBLE FOR LINE B**

12.95

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CUSTOMER SIGNATURE

X

**SERVICE HOURS:**

7:30 AM TO 5:30 PM

MONDAY THRU FRIDAY

9:00 AM - 4:00 PM

SATURDAY

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 12.95  |
| TOTAL CHARGES          | 12.95  |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 0.84   |
| PLEASE PAY THIS AMOUNT | 13.79  |

CUSTOMER COPY

929381010088  
PRESTON CHEVROLET  
13600 WEST CENTER STREET  
BURTON, OH 44021  
440-834-9701

Term ID: 002

Ref ID: 005

## Sale

XXXXXXXXXX

MASTERCARD

Entry Method: Swiped

03/14/09

11:38:12

Inv #: 000005

Appr Code: 002758

Apprvd: Online

Batch#: 073001

Total:

\$ 111.78

Customer Copy

CUSTOMER #: 13204

2 0 3 4 5 7  
CUSTOMER COPY  
\*INVOICE\*

**PRESTON**  
Nobody Sells for Less  
CHEVROLET - CADILLAC, INC.

13600 West Center Street  
BURTON, OHIO 44021  
(440) 834-9700 (440) 953-0127  
1-800-220-2342

NEWBURY, OH

PAGE 1

HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 398 MICHAEL WARDLOW

| COLOR         | YEAR       | MAKE/MODEL    | VIN           | LICENSE                                     | MILEAGE IN/ OUT | TAG     |           |
|---------------|------------|---------------|---------------|---------------------------------------------|-----------------|---------|-----------|
| EVERGREEN     | 01         | KIA SPORTAGE  | KNDJA723515   |                                             | 89535/89535     | T495    |           |
| DEL DATE      | PROD. DATE | WARR. EXP.    | PROMISED      | PO NO.                                      | RATE            | PAYMENT | INV. DATE |
| 23APR01 DD    |            |               | 17:00 14MAR09 |                                             |                 | CASH    | 14MAR09   |
| R.O. OPENED   |            | READY         |               | OPTIONS: DLR:28316 ENG:2.0 16V DOHC         |                 |         |           |
| 10:01 14MAR09 |            | 11:44 14MAR09 |               | TRN:4_SPD_AUTO 1)SERVICE CARD# 120013002073 |                 |         |           |
| LINE          | OPCODE     | TECH          | TYPE          | HOURS                                       | LIST            | NET     | TOTAL     |

A CUSTOMER STATES BRAKES PULSATE

SVC35-00 INSPECT AND REFACED REAR ROTORS  
882 LONG, THOMAS C LIC#: 882  
CP

|        |      |        |       |        |      |               |       |
|--------|------|--------|-------|--------|------|---------------|-------|
| PARTS: | 0.00 | LABOR: | 99.95 | OTHER: | 0.00 | TOTAL LINE A: | 99.95 |
|        |      |        |       |        |      |               | 99.95 |

\*\*\*\*\*

SHOP AND EPA CHARGE

5.00



Goodwrench  
Service

**CUSTOMER COPY**

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CUSTOMER SIGNATURE

X

**SERVICE HOURS:**

7:30 AM TO 5:30 PM

MONDAY THRU FRIDAY

9:00 AM - 4:00 PM

SATURDAY

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 99.95  |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 5.00   |
| TOTAL CHARGES          | 104.95 |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 6.83   |
| PLEASE PAY THIS AMOUNT | 111.78 |

924361016886  
PRESTON CHEVROLET  
13600 WEST CENTER STREET  
BURTON, OH 44021  
440-834-9701

Term ID: 002

Ref #: 001

## Sale

XXXXXXXXXX

MASTERCARD

Entry Method: Swiped

03/19/09

17:15:32

Inv #: 000001

Appr Code: 02012B

Apprvd: Online

Batch#: 078002

Total:

\$ 304.86

Customer Copy

CUSTOMER #: 13204

203536  
CUSTOMER COPY  
\*INVOICE\***PRESTON**  
Nobody Sells for Less  
CHEVROLET - CADILLAC, INC.13600 West Center Street  
BURTON, OHIO 44021  
(440) 834-9700 (440) 953-0127  
1-800-220-2342

NEWBURY, OH

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 107 PETER LAMB

| COLOR      | YEAR       | MAKE/MODEL   | VIN           | LICENSE | MILEAGE IN/ OUT | TAG     |           |
|------------|------------|--------------|---------------|---------|-----------------|---------|-----------|
| EVERGREEN  | 01         | KIA SPORTAGE | KNDJA723515   |         | 89587/89594     | T810    |           |
| DEL DATE   | PROD. DATE | WARR. EXP.   | PROMISED      | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 23APR01 DD |            |              | 17:00 16MAR09 |         |                 | CASH    | 19MAR09   |

|               |               |                                              |
|---------------|---------------|----------------------------------------------|
| R.O. OPENED   | READY         | OPTIONS: DLR:28316 ENG:2.0 16V DOHC          |
| 16:28 16MAR09 | 17:06 19MAR09 | TRN:4 SPD_AUTO 1) SERVICE CARD# 120013002073 |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A CUST STATES BRAKES PULSATE - SEE HISTORY

CAUSE: FLAW IN NEW ROTORS - PARTS WARRANTRY

33251R0B BOTH FRONT ROTORS REPLACE - PARTS

WARRANTY - REFERENCE RO #196934 - 10/6/08.

149 GRANO, JASON LIC#: 149

WK

2 0K011-33251D DISC-PLATE

(N/C)

(N/C)

R1.0 REPLACED BOTH REAR DRUMS / ADJUSTED SHOES.

149 GRANO, JASON LIC#: 149

CP

2 0K040-26251 DRUM-BRAKE

|        |        |        |
|--------|--------|--------|
|        | 65.00  | 65.00  |
| 124.60 | 109.00 | 218.00 |

CC: C63

FC: N21

PART#: 0K040-26251

COUNT: 2

CLAIM TYPE:

AUTH CODE:

|        |        |        |       |        |      |               |        |
|--------|--------|--------|-------|--------|------|---------------|--------|
| PARTS: | 218.00 | LABOR: | 65.00 | OTHER: | 0.00 | TOTAL LINE A: | 283.00 |
|--------|--------|--------|-------|--------|------|---------------|--------|

89594 REPLACED DRUMS, REPLACED ROTORS

\*\*\*\*\*

SHOP AND EPA CHARGE

3.25

**CUSTOMER COPY**

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection.

**STATEMENT OF DISCLAIMER**

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CUSTOMER SIGNATURE

x

**SERVICE HOURS:**

7:30 AM TO 5:30 PM

MONDAY THRU FRIDAY

9:00 AM - 4:00 PM

SATURDAY

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 65.00  |
| PARTS AMOUNT           | 218.00 |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 3.25   |
| TOTAL CHARGES          | 286.25 |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 18.61  |
| PLEASE PAY THIS AMOUNT | 304.86 |

424361016306  
PRESTON CHEVROLET  
13600 WEST CENTER STREET  
BURTON, OH, 44021  
440-834-9701

Term ID: 003

Ref #: 006

## Sale

XXXXXXXXXX

VISA

Entry Method: Swiped

10/19/10

17:06:31

Inv #: 000006

Appr Code: 01318C

Apprvd: Online

Batch#: 292001

Total:

\$ 338.72

Customer Copy

CUSTOMER #: 13204

233692

# PRESTON

**Nobody Sells for Less**  
CHEVROLET - CADILLAC, INC.

\*INVOICE\*

13600 West Center Street  
BURTON, OHIO 44021  
(440) 834-9700 (440) 953-0127  
1-800-220-2342

DUPLICATE 3  
PAGE 1

NEWBURY, OH

HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 398 MICHAEL WARDLOW

|               |               |                                             |               |            |                 |         |
|---------------|---------------|---------------------------------------------|---------------|------------|-----------------|---------|
| COLOR         | YEAR          | MAKE/MODEL                                  | VIN           | LICENSE    | MILEAGE IN/ OUT | TAG     |
| EVERGREEN     | 01            | KIA SPORTAGE                                | KNDJA723515   | [REDACTED] | 96322/96322     | T079    |
| DEL DATE      | PROD. DATE    | WARR. EXP.                                  | PROMISED      | PO NO.     | RATE            | PAYMENT |
| 23APR01 DD    |               |                                             | 17:00 19OCT10 |            |                 | CASH    |
| R.O. OPENED   | READY         | OPTIONS: DLR:28316 ENG:2.0 16V DOHC         |               |            |                 |         |
|               |               | TRN:4_SPD_AUTO 1)SERVICE CARD# 120013002073 |               |            |                 |         |
| 16:31 18OCT10 | 16:36 19OCT10 |                                             |               |            |                 |         |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A LUBE OIL FILTER CHANGE, ROTATE TIRES, MULTI PT INSPECTION AND CAR WASH

6K-50 LUBE OIL FILTER CHANGE, ROTATE TIRES, MULTI PT INSPECTION AND CAR WASH

939 HARRY, BRIAN LIC#: 939

IADCP

1 0FE3R-14302 FILTER, OIL

5 5W20 5W20 OIL

1 MISC PCV VALVE PV141

R1.5 REPLACED VALVE COVER GASKET

939 HARRY, BRIAN LIC#: 939

CP

1 MISC VALVE COVER GASKET VS50585R AD

|        |       |        |        |        |      |               |        |
|--------|-------|--------|--------|--------|------|---------------|--------|
| PARTS: | 28.89 | LABOR: | 139.18 | OTHER: | 0.00 | TOTAL LINE A: | 168.07 |
|--------|-------|--------|--------|--------|------|---------------|--------|

96322 CHANGED ENGINE OIL AND FILTER, ROTATED TIRES AND PERFORMED INSPECTION.

## B CHECK BRAKES

SVC34-00 INSPECT AND REFACED FRONT ROTORS

939 HARRY, BRIAN LIC#: 939

CP

99.95 99.95

RED NEEDS REAR DRUMS \$255.95, BREAKS WEARING DUE TO LACK OF DRIVING THE VEHICLE

939 HARRY, BRIAN LIC#: 939

CP

0.00 0.00

|        |      |        |       |        |      |               |       |
|--------|------|--------|-------|--------|------|---------------|-------|
| PARTS: | 0.00 | LABOR: | 99.95 | OTHER: | 0.00 | TOTAL LINE B: | 99.95 |
|--------|------|--------|-------|--------|------|---------------|-------|

## C CHECK FRONT SUSPENSION

N ALL OK

939 HARRY, BRIAN LIC#: 939

CP

0.00 0.00

|        |      |        |      |        |      |               |      |
|--------|------|--------|------|--------|------|---------------|------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE C: | 0.00 |
|--------|------|--------|------|--------|------|---------------|------|

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CUSTOMER SIGNATURE

X

## SERVICE HOURS:

7:30 AM TO 5:30 PM

MONDAY THRU FRIDAY

9:00 AM - 4:00 PM

SATURDAY

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           |        |
| PARTS AMOUNT           |        |
| GAS, OIL, LUBE         |        |
| SUBLET AMOUNT          |        |
| MISC. CHARGES          |        |
| TOTAL CHARGES          |        |
| LESS INSURANCE         |        |
| SALES TAX              |        |
| PLEASE PAY THIS AMOUNT |        |

CUSTOMER COPY

CUSTOMER #: 13204

233692

# PRESTON

**Nobody Sells for Less**  
CHEVROLET - CADILLAC, INC.

\*INVOICE\*

 DUPLICATE 3  
PAGE 2

 13600 West Center Street  
BURTON, OHIO 44021  
(440) 834-9700 (440) 953-0127  
1-800-220-2342

NEWBURY, OH

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 398 MICHAEL WARDLOW

| COLOR      | YEAR       | MAKE/MODEL   | VIN           | LICENSE | MILEAGE IN/OUT | TAG     |           |
|------------|------------|--------------|---------------|---------|----------------|---------|-----------|
| EVERGREEN  | 01         | KIA SPORTAGE | KNDJA723515   |         | 96322/96322    | T079    |           |
| DEL DATE   | PROD. DATE | WARR. EXP.   | PROMISED      | PO NO.  | RATE           | PAYMENT | INV. DATE |
| 23APR01 DD |            |              | 17:00 19OCT10 |         |                | CASH    | 19OCT10   |

| R.O. OPENED   | READY         | OPTIONS:                                                                  |
|---------------|---------------|---------------------------------------------------------------------------|
| 16:31 18OCT10 | 16:36 19OCT10 | DLR:28316 ENG:2.0 16V DOHC<br>TRN:4_SPD_AUTO 1)SERVICE CARD# 120013002073 |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

96322 REPLACED VALVE COVER GASKET DUE TO OIL LEAK.

\*\*\*\*\*

D BEST TO CALL DENNIS 564 5073

I INFORMATION ONLY

939 HARRY, BRIAN LIC#: 939

CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

\*\*\*\*\*

SHOP AND EPA CHARGE

19.13



## Goodwrench Service

# CUSTOMER COPY

### CUSTOMER PAY DEDUCTIBLE FOR LINE A

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CUSTOMER SIGNATURE

X

#### SERVICE HOURS:

7:30 AM TO 5:30 PM

MONDAY THRU FRIDAY

9:00 AM - 4:00 PM

SATURDAY

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 239.13 |
| PARTS AMOUNT           | 28.89  |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 50.03  |
| TOTAL CHARGES          | 318.05 |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 20.67  |
| PLEASE PAY THIS AMOUNT | 338.72 |

CUSTOMER COPY