

CL-10535606-7824



CHRIS CHRISTIE  
Governor

KIM GUADAGNO  
Lt. Governor

# New Jersey Office of the Attorney General

Division of Consumer Affairs  
Consumer Service Center - Complaint Review Unit  
124 Halsey Street, 3rd Floor, Newark, NJ 07102

July 26, 2013



JOHN J. HOFFMAN  
Acting Attorney General

ERIC T. KANEFSKY  
Director

[Redacted]  
WESTVILLE NJ [Redacted]

AUG 12 2013

**Mailing Address:**  
P.O. Box 45025  
Newark, NJ 07101  
(973) 504-6200

Re: KIA OF TURNERSVILLE  
File Number: 07-24-13G0000101669

Dear [Redacted]

Thank you for writing to the New Jersey Division of Consumer Affairs - Office of Consumer Protection and bringing this matter to our attention. Hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources.

The Division has reviewed the materials you submitted to determine how we can best assist you with this matter. After a careful review of the matter, we have concluded that you may benefit from a referral to the following agency which may be better able to assist you:

**National Highway Traffic Safety Administration US Dept of Transportation  
Office of Defects Investigation (NVS-210)  
1200 New Jersey Ave SE  
Washington, DC 20590**

We have taken the liberty of forwarding your materials to that agency for action and future inquiries should be directed to that agency.

Once again thank you for contacting the New Jersey Division of Consumer Affairs. If you have any questions please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Cindy K. Miller  
Deputy Director - Consumer Protection

ET  
8/14/13  
SMD



New Jersey Office of the Attorney General

Division of Consumer Affairs

P.O. Box 45025

Newark, New Jersey 07101

(973) 504-6200

(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

|   |   |
|---|---|
| NAME: [REDACTED]<br>ADDRESS: [REDACTED]<br>CITY: <u>Westville</u><br>STATE: <u>NJ</u> ZIP CODE: [REDACTED]<br>HOME TELEPHONE NUMBER: [REDACTED]<br><small>(include area code)</small><br>WORK TELEPHONE NUMBER: [REDACTED]<br><small>(include area code)</small><br>* E-MAIL ADDRESS: [REDACTED]<br>* NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL. | BUSINESS: <u>Kia of Turnersville</u><br>ADDRESS: <u>2900 Route 42</u><br>CITY: <u>Sicklerville</u><br>STATE: <u>NJ</u> ZIP CODE: <u>08081</u><br>TELEPHONE NUMBER (1): <u>856-875-5622</u><br><small>(include area code)</small><br>TELEPHONE NUMBER (2): <u>855-781-4496</u><br><small>(include area code)</small> |
|---|---|

For statistical and informational purposes only. Your age:  18-29  30-44  45-59  60 or older

1. Nature of complaint (please check the appropriate box(es)):

- |   |   |   |   |
|---|---|---|---|
| <input type="checkbox"/> Automotive           | <input type="checkbox"/> Automotive Repairs         | <input type="checkbox"/> Banking            | <input type="checkbox"/> Credit Card            |
| <input type="checkbox"/> Charity              | <input type="checkbox"/> Direct Mail/Sweepstakes    | <input type="checkbox"/> Home Repair        | <input type="checkbox"/> Internet/Cyberspace    |
| <input type="checkbox"/> Professional Service | <input type="checkbox"/> Stocks/Securities          | <input type="checkbox"/> Telemarketing      | <input type="checkbox"/> Telecommunications     |
| <input type="checkbox"/> Bingo/Raffle         | <input type="checkbox"/> Health Club                | <input type="checkbox"/> Warranty           | <input checked="" type="checkbox"/> Advertising |
| <input type="checkbox"/> Wheelchair Lemon Law | <input type="checkbox"/> Weighing/Measuring Devices | <input type="checkbox"/> Used Car Lemon Law | <input type="checkbox"/> New Car Lemon Law      |
| <input type="checkbox"/> Furniture            | <input type="checkbox"/> Other (specify) _____      |   |   |

2. If your complaint involves a motor vehicle, please provide the following information:

- a.  New  Used
- b.  Purchased  Leased
- c. Purchase Price \$38100 Current Mileage 9508
- d. Date of Purchase 11/2/2013  With Warranty  With Service Contract  As Is
- e. Make Kia Model Sorento Year 2013

3. Name of company you dealt with: Turnersville Kia

4. Name and title of company agents or employees you dealt with: Rosemary DiLalle, Joe Bago, Mike (service mgr.)

5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

see attached

6. The amount of loss involved in this complaint: \$ 38,100 . Please provide a breakdown of these losses:

The purchase price of the vehicle, plus payoff on trade. Had  
it not been for the false advertising, I would not have made  
this purchase.

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.



7/22/13

Date

\* This certification must be signed by the person completing the form.

I purchased this vehicle based upon claims of fuel economy. There were advertisements on the radio claiming 30 MPG, I felt this was excellent for a 7 passenger vehicle so I went in and looked at it. I purposely asked for the 4 cylinder because it was supposed to have the better gas mileage, I made it very clear to the salesperson, Rosemary DiLolle (Roe), that my ONLY reason for purchasing this vehicle was because of the fuel economy. Once I found out that I was not getting anywhere near what the ads or my window sticker stated, I called on 12/10/12 and spoke to Roe and she transferred me to Joe Bergo who stated that I could go online to [kiampginfo.com](http://kiampginfo.com) and get a rebate. He knew instantly there was a problem. I did go online but my vehicle was not eligible. He then transferred me to the service manager Mike who asked me to bring it in so they could rule out anything being wrong with it. I brought the vehicle in on 12/12/12 and they found no issues. Mike at that point told me verbally there is a 5,000 mile break in period before I achieve that gas mileage. Displeased, I waited. On 03/13/13 I had another issue with the vehicle which caused me to have it towed in. I was at 5005 miles and there had been no improvement, so I asked that they look into this problem with the fuel economy again. There was no resolution at that point in time, but they signed me up for the MPG rebate program. On two more occasions I brought the vehicle in and there was no resolution. The amount refunded by the rebate program is a joke, I received my debit card but have not used it. I refuse to accept this as the repayment for being a victim of false advertising. Kia should not be able to put out false claims of fuel economy and have people purchase their vehicles because of it.





CUSTOMER #: 26911

31954

# Turnersville Kia

INVOICE

2900 Rt. 42, Sicklerville, NJ 08081  
Ph: (856) 875-5600  
Fax: (856) 875-9658  
www.kiakrazy.com

WESTVILLE, NJ

PAGE 1

HOME: CONT:N/A  
BUS: CELL:

SERVICE ADVISOR: 4024 KEVIN M SAMPONA

| COLOR         | YEAR          | MAKE/MODEL  | VIN                  | LICENSE | MILEAGE IN/ OUT | TAG     |           |
|---------------|---------------|-------------|----------------------|---------|-----------------|---------|-----------|
| MAROON        | 13            | KIA SORENTO | 5XYKT4A69DG          |         | 1345/1349       |         |           |
| DEL DATE      | PROD. DATE    | WARR. EXP.  | PROMISED             | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 03NOV12       | DD            |             | 17:00 12DEC12        |         | 99.00           | CASH    | 12DEC12   |
| R.O. OPENED   | READY         | OPTIONS:    | STK:13K462 DLR:NJ043 |         |                 |         |           |
| 15:51 11DEC12 | 15:25 12DEC12 |             |                      |         |                 |         |           |

| LINE  | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|---|--------|------|------|-------|------|-----|-------|
| A CUST STATES VEHICLE IS NOT GETTING ANYWHERE NEAR THE FUEL MILEAGE IT SAID |        |      |      |       |      |     |       |

MISC PERFORMED SCAN TEST FOUND ECU WORKING AS DESIGNED/FOUND NO STORED CODES/ALL SOFTWARE CURRENTLY UP TO DATE.

8626 RIVAS LIC#: 8NGR  
INTK

(N/C)

B LOANER

LOANER LOANER

8626 RIVAS LIC#: 8NGR  
INP

(N/C)

SUBL M BURGO APPROVED RENTAL PO#82404

INP

(N/C)

C SA138 XM UVO SYSTEM SOFTWARE UPDATE

CAUSE: SERVICE ACTION

SA138 XM UVO SYSTEM SOFTWARE UPDATE

8626 RIVAS LIC#: 8NGR  
WK

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: V

AUTH CODE:

PERFORMED SOFTWARE CORRECTION FOR UVO RADIO/SA138/UPGRADED FOR SYSTEM IMPROVEMENTS

WE WOULD LIKE TO THANK YOU FOR SERVICING YOUR VEHICLE AT TURNERSVILLE KIA YOU MAY RECEIVE A SURVEY FROM KIA. THIS IS OUR REPORT CARD AND IF FOR ANY REASON YOU ARE NOT 100% SATISFIED PLEASE CALL OUR SERVICE MANAGER MIKE C. AT 856-875-5600 X-117 AND REMEMBER TO THINK 10'S AND YES TO ALL OF YOUR SURVEY QUESTIONS!

| DRAFT<br>Limited Warranty for front of Repair Order   |  | DESCRIPTION            | TOTALS |
|---|--|------------------------|--------|
| <small>TURNERSVILLE KIA, INC. (HEREINAFTER "DEALER") GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 10,000 MILES WHICHEVER OCCURS FIRST FROM THE DATE WHEN REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENT, ELECTRICAL WIRING AND SWAGES, AND FUEL SYSTEMS WHICH DUE TO CONTAMINATION, THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER HEREINAFTER. CUSTOMER'S RISK IS NOT TRANSFERABLE TO, NOR SUPPORTABLE BY, ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSARY AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST USE THE REPAIR FACILITY AT THE ADDRESS GIVEN ON THIS REPAIR ORDER. IN THE EVENT OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER'S REPORT, OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT, SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY WITHIN THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE. IN DELAYS THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR, (ICI) AUTHORIZES THE DEALER/SHOP TO MAKE THE REPAIRS REQUIRED AND TO PAY THE CHARGE FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH ALL SALES TAX UPON COMPLETION OF SUCH REPAIR. ALL LIMITED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, WHOEVERS OR COMMERCIAL LOSS. THIS WARRANTY IS SOLELY THE OBLIGATION OF THE REPAIR FACILITY AND THE PART IS THAT WHICH MAY BE OFFERED BY THE MANUFACTURER OF SUCH PARTS. THE DEALER/SHOP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, OTHER THAN AS IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY ASSUMES NO LIABILITY FOR ANY OTHER PERSON TO ASSUME FOR OF ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS UNDER SERVICE. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES, IN ADDITION, HEREBY EXCLUDED IS ANY DEALER'S LIABILITY FOR DEFECTS RELATING TO SAFETY OR PERFORMANCE, BY WAY OF STRICT LIABILITY, NEGLIGENCE OR OTHERWISE.</small> |  | LABOR AMOUNT           | 0.00   |
|   |  | PARTS AMOUNT           | 0.00   |
|   |  | GAS, OIL, LUBE         | 0.00   |
|   |  | SUBLET AMOUNT          | 0.00   |
|   |  | MISC. CHARGES          | 0.00   |
|   |  | TOTAL CHARGES          | 0.00   |
|   |  | LESS INSURANCE         | 0.00   |
|   |  | SALES TAX              | 0.00   |
|   |  | PLEASE PAY THIS AMOUNT | 0.00   |

Dated: \_\_\_\_\_ Customer Signature \_\_\_\_\_

CUSTOMER COPY

CUSTOMER #: 26911

34496

# Turnersville Kia

\*INVOICE\*

2900 Rt. 42, Sicklerville, NJ 08081  
Ph: (856) 875-5600  
Fax: (856) 875-9658  
www.kiakrazy.com

WESTVILLE, NJ

PAGE 1

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

SERVICE ADVISOR: 4024 KEVIN M SAMPONA

|               |               |                               |                        |         |                |                |
|---------------|---------------|-------------------------------|------------------------|---------|----------------|----------------|
| COLOR         | YEAR          | MAKE/MODEL                    | VIN                    | LICENSE | MILEAGE IN/OUT | TAG            |
| MAROON        | 13            | KIA SORENTO                   | 5XYKT4A69DG [REDACTED] |         | 5005/5015      |                |
| DEL DATE      | PROD. DATE    | WARR. EXP.                    | PROMISED               | PO NO.  | RATE           | PAYMENT        |
| 03NOV12 DI    |               |                               | 17:00 23MAR13          |         |                | COUPFS 23MAR13 |
| R.O. OPENED   | READY         | OPTIONS: STK:13K462 DLR:NJ043 |                        |         |                |                |
| 11:18 23MAR13 | 15:43 23MAR13 |                               |                        |         |                |                |

| LINE   | OPCODE      | TECH               | TYPE | HOURS | LIST | NET  | TOTAL |
|--|-------------|--------------------|------|-------|------|------|-------|
| A CUSTOMER STATES VEHICLE MADE A BANG NOISE WHILE DRIVING AND NOW MAKES A WEEZING NOISE  |             |                    |      |       |      |      |       |
| DIAG ROAD TEST VEHICLE   |             |                    |      |       |      |      |       |
| 5259 LEWIS, KEVIN LIC#: 7HL9   |             |                    |      |       |      |      |       |
| CPK  |             |                    |      |       |      |      |       |
|  |             |                    |      |       | 0.00 | 0.00 |       |
| ROADTESTED 15 MILES NO NOISE IS PRESENT FOUND ACLE SHIELD BENT INTO AXLE MAY HAVE BEEN CAUSED BY SOMETHING IN ROAD HITTING IT STRAIGHTRN SHIELD NO OTHER CONCER IS PRESENT AT THOIS TIME |             |                    |      |       |      |      |       |
| *****  |             |                    |      |       |      |      |       |
| B CUSTOMER STATES THE UVO SYSTEM TAKES TOO LONG TO BOOT UP   |             |                    |      |       |      |      |       |
| DIAG DIAGNOSTIC TIME   |             |                    |      |       |      |      |       |
| 5259 LEWIS, KEVIN LIC#: 7HL9   |             |                    |      |       |      |      |       |
| CPK  |             |                    |      |       |      |      |       |
|  |             |                    |      |       | 0.00 | 0.00 |       |
| SYSTEM IS OPERATING AS DESIGNED  |             |                    |      |       |      |      |       |
| *****  |             |                    |      |       |      |      |       |
| C CUSTOMER STATES VEHICLE DOES NOT GET GOOD FUEL ECOMPMY   |             |                    |      |       |      |      |       |
| DIAG DIAGNOSTIC TIME   |             |                    |      |       |      |      |       |
| 5259 LEWIS, KEVIN LIC#: 7HL9   |             |                    |      |       |      |      |       |
| CPK  |             |                    |      |       |      |      |       |
|  |             |                    |      |       | 0.00 | 0.00 |       |
| MONITORED TRIP COMPUTER SCAN TEST VEHICLE VEHICLE IS OPERATING AS DESIGNED VEHICLE IS ELEGIBLE FOR THE FUEL REIMBURSEMENT PROGRAM  |             |                    |      |       |      |      |       |
| *****  |             |                    |      |       |      |      |       |
| D** CHANGE OIL AND FILTER MULTIPOINT INSPECTION TOP OFF FLUIDS   |             |                    |      |       |      |      |       |
| LOFBL CHANGE OIL AND FILTER MULTIPOINT INSPECTION  |             |                    |      |       |      |      |       |
| TOP OFF FLUIDS   |             |                    |      |       |      |      |       |
| 5259 LEWIS, KEVIN LIC#: 7HL9   |             |                    |      |       |      |      |       |
| CPK  |             |                    |      |       |      |      |       |
|  |             |                    |      |       | 8.46 | 8.46 |       |
| 1  | 26300-35503 | FILTER ASSY-ENGINE |      |       | 6.60 | 6.60 | 6.60  |
| 5  | BLEND OIL   |                    |      |       | 4.18 | 3.77 | 18.85 |
| 1  | 21513-23001 | GASKET-OIL PLUG    |      |       | 1.04 | 1.04 | 1.04  |
| *****  |             |                    |      |       |      |      |       |

TURNERSVILLE KIA  
2900 RT. 42  
SICKLERVILLE, NJ 08081  
Merchant ID: 88000080137823  
Term ID: 8212868  
35232126982

Sale

Entry Method: Swiped  
Apprvd: Online Batch#: 001955  
03/25/13 17:36:25

Inv #: 888888 Appr Code: 888884  
Total: \$ 27.39

Customer Copy

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

FOR A PERIOD OF 12 MONTHS OR  
CLERK TIGHT END ALIGNMENTS.  
THE OWNER/CUSTOMER MUST PAY  
CUSTOMER, FOR ANY ADDITIONAL  
LOADS  
1. REPAIR ORDER OF ANY SERVICE IN  
OWNER MUST BE GIVEN TO REPAIR  
SHOP FACILITY AT THE ADDRESS  
THAT IS REQUIRED, AND THE PAY THE  
1. TO THE QUALITY PERIOD OF THE  
ALL DAMAGES INCLUDING, BUT NOT  
REPAIR LUBE  
OF SUCH PARTS, THE DEALER/SHOP  
BY OR WHILE FOR A PARTIAL OR  
OR THE PARTIAL SERVICE  
AGES FOR LOSS OF USE, LOSS OF  
KEY FOR PARTS PERTAINING TO

CUSTOMER COPY

CUSTOMER #: 26911

34496

# Turnersville Kia

2900 Rt. 42, Sicklerville, NJ 08081  
Ph: (856) 875-5600  
Fax: (856) 875-9658  
www.kiakrazy.com

\*INVOICE\*

PAGE 2

WESTVILLE, NJ

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

SERVICE ADVISOR: 4024 KEVIN M SAMPONA

| COLOR         | YEAR          | MAKE/MODEL  | VIN                    | LICENSE | MILEAGE IN/OUT | TAG     |           |
|---------------|---------------|-------------|------------------------|---------|----------------|---------|-----------|
| MAROON        | 13            | KIA SORENTO | 5KYKT4A69DG [REDACTED] |         | 5005/5015      |         |           |
| DEL DATE      | PROD. DATE    | WARR. EXP.  | PROMISED               | PO NO.  | RATE           | PAYMENT | INV. DATE |
| 03NOV12 DD    |               |             | 17:00 23MAR13          |         |                | COUPFS  | 23MAR13   |
| R.O. OPENED   | READY         | OPTIONS:    | STK:13K462 DLR:NJ043   |         |                |         |           |
| 11:18 23MAR13 | 15:43 23MAR13 |             |                        |         |                |         |           |
| LINE          | OPCODE        | TECH        | TYPE                   | HOURS   | LIST           | NET     | TOTAL     |

WE WOULD LIKE TO THANK YOU FOR SERVICING YOUR VEHICLE AT TURNERSVILLE KIA YOU MAY RECEIVE A SURVEY FROM KIA. THIS IS OUR REPORT CARD AND IF FOR ANY REASON YOU ARE NOT 100% SATISFIED PLEASE CALL OUR SERVICE MANAGER MIKE C. AT 856-875-5600 X-117 AND REMEMBER TO THINK 10'S AND YES TO ALL OF YOUR SURVEY QUESTIONS!

### DRAFT Limited Warranty for front of Repair Order

TURNERSVILLE KIA, INC. (HEREAFTER "DEALER") GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEMS (WHICH OUE TO CONTAMINATION, THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER (HEREAFTER "CUSTOMER") AND IS NOT TRANSFERABLE TO ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY SHALL COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED UNDER COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE. TO DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THE REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR, TO AUTHORIZE THE DEALERSHIP TO MAKE THE REPAIRS REQUIRED, AND TO PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH AN SALES TAX UPON COMPLETION OF SUCH REPAIR. ALL LABOR/WARRANTIES INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF PROFITS AND PROFITS (IDENTIFICATION OF COMMERCIAL LOSS. THIS PARTS IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART IS THAT WHICH MAY BE OFFERED BY THE MANUFACTURER OF SUCH PARTS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, OTHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY ASSUMES NO AUTHORITY, ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS UNDER SERVICE. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR REVENUE, OR ANY OTHER INCIDENTAL DAMAGES, IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALERSHIP LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF STRICT LIABILITY, NEGLIGENCE OR OTHERWISE.

Dated: \_\_\_\_\_

Customer Signature \_\_\_\_\_

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 8.46   |
| PARTS AMOUNT           | 26.49  |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 34.95  |
| LESS INSURANCE         | 10.00  |
| SALES TAX              | 2.44   |
| PLEASE PAY THIS AMOUNT | 27.39  |

CUSTOMER COPY

CUSTOMER #: 26911

36695

# Turnersville Kia

INVOICE

2900 Rt. 42, Sicklerville, NJ 08081  
Ph: (856) 875-5600  
Fax: (856) 875-9658  
www.kiakrazy.com

PAGE 1

WESTVILLE, NJ

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

SERVICE ADVISOR: 340 ROBERTO GONZALEZ JR

|               |               |                               |               |         |                |         |
|---------------|---------------|-------------------------------|---------------|---------|----------------|---------|
| COLOR         | YEAR          | MAKE/MODEL                    | VIN           | LICENSE | MILEAGE IN/OUT | TAG     |
| MAROON        | 13            | KIA SORENTO                   | 5XYKT4A69DG   |         | 7892/7892      |         |
| DEL DATE      | PROD. DATE    | WARR. EXP.                    | PROMISED      | PD NO.  | RATE           | PAYMENT |
| 03NOV12 DL    |               |                               | 17:00 10JUN13 |         |                | CASH    |
| R.O. OPENED   | READY         | OPTIONS: STK:13K462 DLR:NJ043 |               |         |                |         |
| 17:03 10JUN13 | 12:53 11JUN13 |                               |               |         |                |         |

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

A CUSTOMER STATES THAT THE TRIP COMPUTER RESET ITSELF TWICE

CAUSE: REPAIRED LOOSE CONNECTION  
91001A00 WIRING REPAIR MAJOR  
7729 TROMMER, DAVID LIC#: 8K3C  
WK

(N/C)

CC: N66  
FC: C29  
PART#:  
COUNT:  
CLAIM TYPE: W  
AUTH CODE:

TECH EVALUATED CUSTOMER CONCERN PERFORMED A GDS TEST AND FOUND NO CODES FOUND TECH TAPPED ON THE CLUSTER AND CONFIRMED ERRATIC DASH LAMP REMOVED INSPECTED CLUSTER CONNECTIONS INSTALL STAB 22 TO CLUSTER CONNECTION REINSTALLED CLUSTER NOW OK

B CUSTOMER STATES THAT WHEN THE KEY IS IN THE IGNITION THE ALARM WENT OFF

DIAG CHECK & ADVISE  
7729 TROMMER, DAVID LIC#: 8K3C  
CPK

0.00 0.00

SEE LINE A

C CUSTOMER STATES THAT THE BRAKES DONT FEEL RIGHT ESPECIALLY WHEN TURNING FEELS A RESITENCE

CAUSE: TECH NOTES  
DIAG CHECK & ADVISE  
7729 TROMMER, DAVID LIC#: 8K3C  
CPK

0.00 0.00

TECH EVALUATED CUSTOMER CONCERN AND THE BRAKES WERE OPERATING OK

D CUSTOMER STATES THAT THE VEHICLE IS NOT GETTING THE BEST MPG  
CAUSE: TECH NOTES

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

Dated: \_\_\_\_\_

Customer Signature

CUSTOMER COPY

CUSTOMER #: 26911

36695

# Turnersville Kia

INVOICE

2900 Rt. 42, Sicklerville, NJ 08081  
Ph: (856) 875-5600  
Fax: (856) 875-9858  
www.kiakrazy.com

PAGE 2

WESTVILLE, NJ

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

SERVICE ADVISOR: 340 ROBERTO GONZALEZ JR

| COLOR         | YEAR          | MAKE/MODEL                    | VIN                    | LICENSE | MILEAGE IN/OUT | TAG     |           |
|---------------|---------------|-------------------------------|------------------------|---------|----------------|---------|-----------|
| MAROON        | 13            | KIA SORENTO                   | 5XYKT4A69DG [REDACTED] |         | 7892/7892      |         |           |
| DEL DATE      | PROD. DATE    | WARR. EXP.                    | PROMISED               | PO NO.  | RATE           | PAYMENT | INV. DATE |
| 03NOV12 DE    |               |                               | 17:00 10JUN13          |         |                | CASH    | 11JUN13   |
| R.O. OPENED   | READY         | OPTIONS: STK:13K462 DLR:NJ043 |                        |         |                |         |           |
| 17:03 10JUN13 | 12:53 11JUN13 |                               |                        |         |                |         |           |
| LINE          | OPCODE        | TECH                          | TYPE                   | HOURS   | LIST           | NET     | TOTAL     |

DIAG CHECK & ADVISE

7729 TROMMER, DAVID LIC#: 8K3C  
CPK

0.00 0.00

TECH EVALUATED CUSTOMER CONCERN TEST DROVE VEHICLE ON THE DASH  
SHOWS 21.5 MPG ESTIMATE ON THE DASH

\*\*\*\*\*

WE WOULD LIKE TO THANK YOU FOR SERVICING YOUR VEHICLE AT TURNERSVILLE KIA YOU MAY RECEIVE A SURVEY FROM KIA. THIS IS OUR REPORT CARD AND IF FOR ANY REASON YOU ARE NOT 100% SATISFIED PLEASE CALL OUR SERVICE MANAGER MIKE C. AT 856-875-5600 X-117 AND REMEMBER TO THINK 10'S AND YES TO ALL OF YOUR SURVEY QUESTIONS!

### DRAFT Limited Warranty for front of Repair Order

TURNERSVILLE KIA, HEREIN ("DEALER") GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 120,000 MILES WHICHEVER COMES FIRST FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEMS WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER HEREINAFTER ("CUSTOMER") AND IS NOT TRANSFERABLE TO ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST IN ADVANCE NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, IS SPECIFICALLY GIVEN BY DELIVERING THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR. KIA AUTHORIZES THE DEALERSHIP TO MAKE THE REPAIRS REQUIRED, AND TO PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIRS.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PRIVATE CONVENIENCE OR COMMERCIAL LOSS.

THIS PART IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART IS THAT WHICH MAY BE OFFERED BY THE MANUFACTURER OF SUCH PARTS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR ALLOWS ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS AND/OR SERVICES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES FOR PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPLICITLY EXCLUDED IS ANY DEALERSHIP LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF STRICT LIABILITY, NEGLIGENCE OR OTHERWISE.

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

Dated: \_\_\_\_\_  
Customer Signature

CUSTOMER COPY



kia.com



\$23,150.00

EPA DOT

### Fuel Economy and Environment



Gasoline Vehicle

\$2,000.00

#### Fuel Economy



**25** MPG  
combined city/hwy  
**22** city  
**32** highway

SMALL SUV range from 16 to 32 MPG. The best vehicle rates 99 MPGe.

**You save \$850**  
in fuel costs over 5 years compared to the average new vehicle.

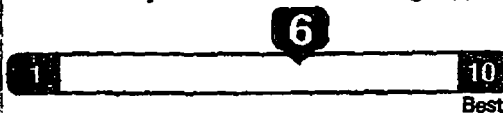
\$800.00 Included

**4** gallons per 100 miles

**Annual fuel cost \$2150**

Fuel Economy & Greenhouse Gas Rating (tailpipe only)

Smog Rating (tailpipe only)



This vehicle emits 354 grams CO<sub>2</sub> per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also create emissions; learn more at fueleconomy.gov.

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 23 MPG and costs \$11,600 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$3.95 per gallon. MPGe's miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

**fueleconomy.gov**

Calculate personalized estimates and compare vehicles.



Smartphone QR Code™



### GOVERNMENT 5-STAR SAFETY RATINGS

**Overall Vehicle Score ★★★★★**  
Based on the combined ratings of frontal, side and rollover. Should ONLY be compared to other vehicles of similar size and weight.

**Frontal Crash** Driver ★★★★★ Passenger ★★★★★

Based on the risk of injury in a frontal impact. Should ONLY be compared to other vehicles of similar size and weight.

**Side Crash** Front seat ★★★★★ Rear seat ★★★★★

Star ratings based on the risk of injury in a side impact.

**Rollover** ★★★★★  
Star ratings based on the risk of rollover in a single-vehicle crash.

\$25,950.00

\$800.00

\$26,750.00

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest. Source: National Highway Traffic Safety Administration (NHTSA) [www.safercar.gov](http://www.safercar.gov) or 1-888-327-4236

Manufacturer's suggested retail price includes manufacturer's recommended pre-delivery service. License and title fees, state and local taxes and other dealer installed options and accessories are not included in the manufacturer's suggested retail price.

### PARTS CONTENT INFORMATION

**FOR VEHICLES IN THIS CAR LINE U.S./CANADIAN PARTS CONTENT: 56%**

**MAJOR SOURCES OF FOREIGN PARTS: KOREA: 44%**

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

**FOR THIS VEHICLE FINAL ASSEMBLY POINT: USA**

**COUNTRY OF ORIGIN ENGINE: USA**

**TRANSMISSION: USA**



**2013 KIA  
SORENTO LX  
FWD**

**MODEL / OPTION CODE:** 73222 / 022  
**EXTERIOR / INTERIOR:** DARK CHERRY/BEIGE  
**VEHICLE ID NUMBER:** 5XYKT4A69DG [REDACTED]  
**ENGINE NUMBER:** [REDACTED]  
**PORT OF ENTRY:** WEST POINT  
**MODE OF TRANSPORT:** TRUCK

**SOLD TO:**  
NJ062  
MATT BLATT KIA  
6211 BLACK HORSE PIKE  
EGG HARBOR TOWN NJ 08234

**SHIP TO:**  
NJ062

**STANDARD FEATURES**

**MECHANICAL**

2.4L DOHC CVVT 4-Cylinder Engine  
6-Speed Automatic Transmission w/ Sportmatic  
Independent Front and Rear Suspension  
Alloy Wheels

**SAFETY**

Dual Front Advanced Airbags  
Front Seat-Mounted Side Airbags  
Side Curtain Airbags (1st & 2nd Row)  
Front Active Headrests  
Lower Anchors and Tethers for Children (LATCH)  
Anti-Lock Brake System (ABS)  
Traction Control System (TCS)  
Electronic Stability Control (ESC)  
Downhill Brake/Hill-start Assist Control (DBC/HAC)  
Tire Pressure Monitoring System (TPMS)

**INTERIOR**

Air Conditioning  
Power Windows, Door Locks & Outside Mirrors  
AM/FM/CD/MP3 Audio System  
SIRIUS Satellite Radio w/ free 3-mo. subscription\*\*  
USB/Auxiliary Input Jacks  
**BLUETOOTH® WIRELESS TECHNOLOGY**  
60/40 Split Folding and Reclining Rear Seats  
YES Essentials Seat Fabric Material  
Rear Center Armrest with Cupholders  
Remote Keyless Entry  
Cruise Control  
Steering Wheel Controls (Bluetooth/Audio/Cruise)  
Tilt and Telescopic Steering Column  
Dual Illuminated Visor Vanity Mirrors  
**ECOMINDER®** Indicator

**EXTERIOR**

Privacy Glass  
Heated Outside Mirrors w/ Turn Signal Indicators

**WARRANTY**

10 Year/100,000 Mile Limited Powertrain Warranty  
5 Year/60,000 Mile Limited Basic Warranty  
5 Year/60,000 Mile Roadside Assistance  
\*\*Ask dealer for details

**MANUFACTURER'S SUGGESTED RETAIL PRICE**

**ADDITIONAL INSTALLED EQUIPMENT:**

(In addition to or in place of standard features)  
Convenience Package  
\* Gas Direct Injection (GDI) Engine Upgrade  
\* UVO Powered by Microsoft  
with Rear Camera Display  
\* Heated Front Seats  
\* Auto-dimming Mirror w/ Compass  
\* Front Fog Lights  
\* Roof Rails  
50/50 Split Folding 3rd Row Seat  
Carpeted Floor Mats (7 Seats)

**MSRP INCLUDING OPTIONS**

**INLAND FREIGHT AND HANDLING**

**TOTAL MANUFACTURER'S SUGGESTED RETAIL PRICE**

**TOTAL ADDITIONAL WEIGHT: 13.2**



| <u>Date</u> | <u>Ending Mil</u> | <u>Miles/Tan</u> | <u>Gallons</u> | <u>MPG</u>  |
|-------------|-------------------|------------------|----------------|---|
| 11/12/12    | 312               | 312              | 15.323         | 20.36155  |
| 11/19/12    | 627               | 314              | 15.901         | 19.74719  |
| 11/28/12    | 893               | 266              | 13.694         | 19.42457  |
| 12/6/12     | 1192              | 299              | 14.424         | 20.72934  |
| 12/16/12    | 1494              | 302              | 14.345         | 21.05263  |
| 12/23/12    | 1807              | 313              | 15.471         | 20.2314   |
| 12/31/12    | 2062              | 255              | 13.845         | 18.4182   |
| 1/9/13      | 2321              | 259              | 12.653         | 20.46945  |
| 1/15/13     | 2610              | 289              | 13.271         | 21.77681  |
| 1/24/13     | 2906              | 296              | 15.251         | 19.40856  |
| 1/30/13     | 3204              | 298              | 14.588         | 20.42775  |
| 2/7/13      | 3500              | 296              | 14.14          | 20.93352  |
| 2/16/13     | 3792              | 292              | 15.7           | 18.59873  |
| 2/24/13     | 4012              | 220              | 11.829         | 18.59836  |
| 3/2/13      | 4244              | 232              | 11.499         | 20.17567  |
| 3/11/13     | 4556              | 312              | 14.836         | 21.02993  |
| 3/19/13     | 4874              | 318              | 15.591         | 20.39638  |
| 3/29/13     | 5186              | 312              | 15.776         | 19.77688  |
| 4/8/13      | 5491              | 305              | 15.356         | 19.86194  |
| 4/14/13     | 5756              | 265              | 12.698         | 20.86943  |
| 4/21/13     | 6019              | 263              | 13.406         | 19.61808  |
| 4/29/13     | 6344              | 325              | 16.054         | 20.24418  |
| 5/7/13      | 6677              | 333              | 16.026         | 20.77873  |
| 5/15/13     | 6981              | 304              | 14.34          | 21.19944  |
| 5/23/13     | 7298              | 317              | 16.483         | 19.23194  |
| 6/2/13      | 7598              | 300              | 15.872         | 18.90121  |
| 6/11/13     | 7905              | 307              | 16.201         | 18.94945 *This purchase was premium gas as suggested by the service center. |
| 6/19/13     | 8249              | 344              | 16.146         | 21.30559  |
| 6/25/13     | 8596              | 347              | 16.426         | 21.12505  |
| 7/6/13      | 8921              | 325              | 15.967         | 20.35448  |
| 7/15/13     | 9223              | 301              | 14.625         | 20.5812   |

**From:** [REDACTED]  
**To:** <askconsumeraffairs@lps.state.nj.us>  
**Date:** 7/22/2013 9:44 PM  
**Subject:** consumer fraud complaint  
**Attachments:** Consumer fraud.pdf; Gas Mileage.xlsx

Please see the attached complaint and confirm. Thank you.

[REDACTED]

NJ Office of the Attorney General  
DIVISION OF CONSUMER AFFAIRS  
CONSUMER SERVICE CENTER  
P.O. BOX 45025  
NEWARK, NJ 07101

National Highway Traffic & Safety Administration  
Office of Defects Investigation (NHTSA-210)  
1200 New Jersey Ave. SE  
Washington, DC 20590



Hasler

016H16507168  
\$0.1520  
Mailed From 08625  
06/05/2013  
US POSTAGE

