

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)			
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: LOS ANGELES State: CA Zip Code: [REDACTED]		Date Received: 27-JUL-2015 SEP 17 2015		Repository ☐ Reference No. 10743983	
		Daytime Telephone Number: [REDACTED] Evening Telephone Number: [REDACTED]		E-mail Address: [REDACTED]	
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JS2RF9A63B6 [REDACTED]		Make: SUZUKI		Model: KIZASHI	
Model Year: 2011		Engine: No: Cylinders: 4		Fuel Type: Sedan	
Date Purchased: NOV. 2010		Dealer's Name and Telephone Number: KIA DEPOT (714) 338-6031		Original Owner: ☒ Dealer's City: Santa Ana, California State: CA Zip Code: 92701	
Transmission Type: [REDACTED]		☒ Antilock Brakes ☒ Cruise Control		Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 15-JUN-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN				Failure Mileage: 27000 Failure Speed: 5	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make: [REDACTED]		Tire Model (Name or Number): [REDACTED]		Tire Size (Example P215/65R15): [REDACTED]	
DOT No. (Example: DOTM19ABC036): [REDACTED]		☐ Original Equipment ☐ Prior Repair		Failure Location: [REDACTED]	
Tire Component Code: [REDACTED]				Tire Failure Type: [REDACTED]	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: [REDACTED]		Date Manufactured: [REDACTED]		Model No./Name: [REDACTED]	
Seat Type: [REDACTED]		Installation System: [REDACTED]		Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]	
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash: ☐ Yes ☒ No		Fire: ☐ Yes ☒ No		Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2011 SUZUKI KIZASHI. WHILE DRIVING 5 MPH, THE VEHICLE MADE AN ABNORMAL NOISE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE TRANSMISSION WAS FAULTY AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 27,000.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

909 N. Grand Ave, Santa Ana, CA 92701 • (714) 338-6031 • www.kiadepot.com

BAR# ARD244828

EPA# CAL000266906

SERVICE ADVISOR

CHRIS KING

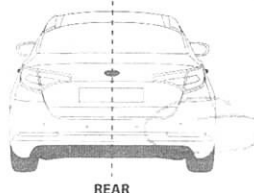
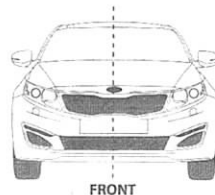
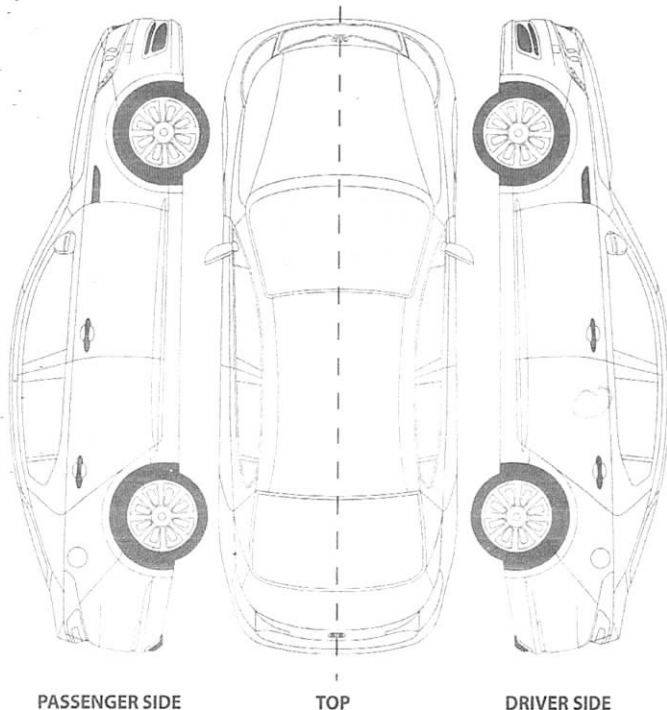
REPAIR ORDER NUMBER

CUSTOMER/VEHICLE INFORMATION

NAME [REDACTED] VIN# [REDACTED]
 ADDRESS [REDACTED] LIC OR UNIT# [REDACTED] TAG# 3491
 CITY [REDACTED] STATE [REDACTED] ZIP [REDACTED] YEAR [REDACTED] MAKE SUB
 PHONE [REDACTED] CELL [REDACTED] MODEL KIA
 EMAIL [REDACTED] MILEAGE 77083

DESCRIPTION OF REPAIRS

1	Cus states Clicking Sound from GND AREA WHEN BRAKING
2	
3	
4	
5	
6	
7	



PRELIMINARY
ESTIMATE

130.00

ABOVE REPAIRS AUTHORIZED BY

X

CUSTOMER SIGNATURE

THIS IS NOT AN INVOICE

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible 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 the above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by the dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for collection.

POWER OF ATTORNEY

The undersigned, hereinafter called owner/agent, for the consideration of repairs made to owner/agent's automobile does hereby grant to said Kia Depot, owner/agent's power of attorney to sign or endorse any checks and/or drafts made payable to owner/agent's and any releases thereto, as settlement for owner/agent's claim for damages to the above described automobile.

DIAGNOSIS TIME: THIS CHARGE IS INCLUDED IN THE PRELIMINARY ESTIMATE. THIS CHARGE WILL BE APPLIED TO THE ACTUAL REPAIR COST AS SO AUTHORIZED.

VEHICLE CONDITION

909 N. Grand Ave, Santa Ana, CA 92701 • (714) 338-6031 • www.kiadepot.com

BAR# ARD244828

EPA# CAL000266906

SERVICE ADVISOR

CHRIS K.

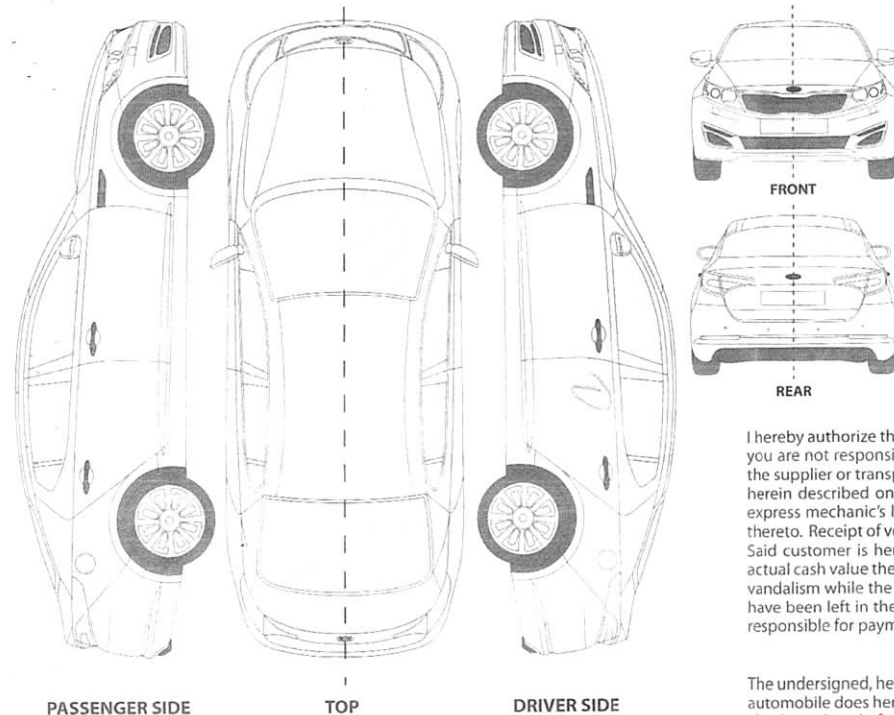
REPAIR ORDER NUMBER

CUSTOMER/VEHICLE INFORMATION

NAME [REDACTED] VIN# [REDACTED]
 ADDRESS [REDACTED] LIC OR UNIT# [REDACTED] TAG# [REDACTED]
 CITY [REDACTED] STATE [REDACTED] ZIP [REDACTED] YEAR [REDACTED] MAKE [REDACTED]
 PHONE [REDACTED] CELL [REDACTED] MODEL [REDACTED]
 EMAIL [REDACTED] MILEAGE [REDACTED]

DESCRIPTION OF REPAIRS

1	NOISE FROM ENGINE AREA
2	
3	
4	
5	
6	
7	



PRELIMINARY
ESTIMATE

ABOVE REPAIRS AUTHORIZED BY



CUSTOMER SIGNATURE

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I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible 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 the above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by the dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for collection.

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VEHICLE CONDITION



KIA DEPOT

Case # [REDACTED]

909 N. Grand Ave, Santa Ana, CA 92701 • (714) 338-6031 • www.kiadepot.com

BAR# ARD244828

EPA# CAL000266806

SERVICE ADVISOR [REDACTED]

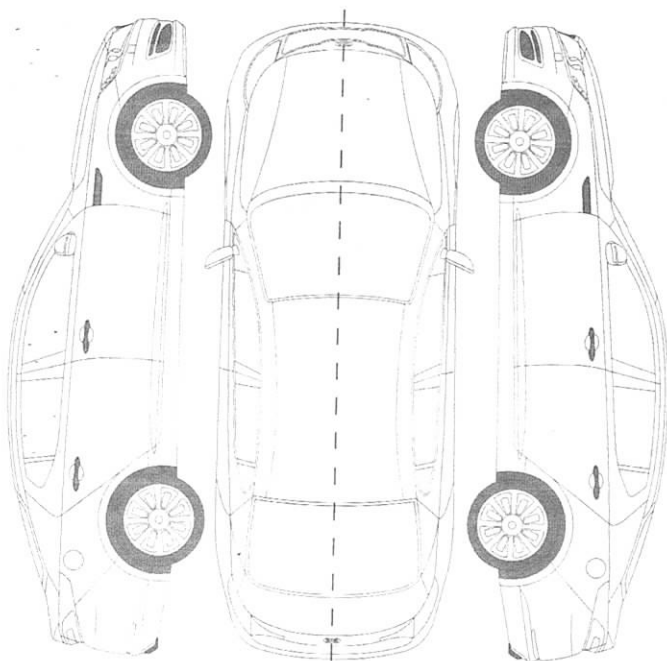
REPAIR ORDER NUMBER _____

CUSTOMER/VEHICLE INFORMATION

NAME _____ VIN# 352 RF9A 63B6 [REDACTED]
ADDRESS _____ LIC OR UNIT# _____ TAG# 4375
CITY _____ STATE _____ ZIP _____ YEAR _____ MAKE SUZ
PHON [REDACTED] CELL _____ MODEL K17A5U1
EMAIL _____ MILEAGE 27,195

DESCRIPTION OF REPAIRS

1	Customer states knocking sound from engine area
2	
3	
4	
5	
6	
7	



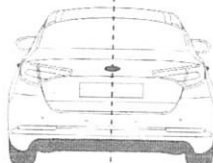
PASSENGER SIDE

TOP

DRIVER SIDE



FRONT



REAR

PRELIMINARY
ESTIMATE

ABOVE REPAIRS AUTHORIZED BY [REDACTED]

CUSTOMER SIGNATURE

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VEHICLE CONDITION

Eugene Ohta
To ~~whom it may concern~~

my name is [REDACTED]

and my case ~~number~~ number is [REDACTED]

I recieved your letter and picked up my car from the dealer because they called me to inform me that they could no longer hold the car. That's when I called you guys, not sure if it was you I spoke with, but it was recommended that I do as the dealer asked and removed my vehicle so that I wouldn't be charged a parking fee. As I stated in my previous letter, the problem persists. As soon as I drove out of the dealer, there was that noise again. The dealer changed the transmission, and as soon as that happened this noise began. This noise was not the issue for which I originally brought in the car. Also, the sound I am speaking of was witnessed by the service advisor and mechanic that

changed the transmission. It is an odd clicking noise when the car is in motion between 0-15 miles ~~per~~ and when in reverse. The noise is also getting worse with time. Since this noise is so obvious and loud, I ~~find~~ find it hard to believe that any Suzuki expert or anyone actually inspected the vehicle. The car is not in good condition, this noise is very annoying making my car un-drivable. When they supposedly replaced my transmission something must have gone wrong and now the dealer and Suzuki don't want to be held responsible for whatever they did to my car. They know something is wrong, as I said, the noise has been witnessed. I am afraid to even attempt to drive my car, I don't know what that noise is, something might break, further

transmission

The car started making an odd sound whenever I accelerated. I took it to the dealer and they discovered that there was something wrong with the transmission. They consulted with the manufacturer and got the go ahead to replace the transmission. The ~~work~~ ^{costs} ~~was~~ ^{were} covered by the existing warranty. After the work was done, the car started making a different strange noise. I returned to the dealer and spoke with Chris King, the service adviser. He and the mechanic both heard the sound at that point. The car was left overnight for inspection. Four days later I called to see if it was fixed. I was told that while in observation, they hadn't heard any odd sounds.

I went to pick it up, ~~took~~ turned it on and started driving. I heard the sound soon after I started driving and turned around and returned to the dealer. I again left the car overnight for more inspections. Another four days later I called again to check on the progress and I was told that nothing had been done because they hadn't heard the sound I was describing. I then called the manufacturer and spoke with ^{some one named} Adrian. I was told he would speak to the dealer, directly with Chris and that he would connect him with the Suzuki specialist. The next day I called the dealer and spoke with Chris to

inform him that I had contacted Suzuki. Chris then told me that on that same day, he would be getting in contact with the Suzuki specialist. He informed me that he would be then contacting me later that day to give me a status update. I never received that call and it has now been 10 days and I have not been contacted nor received any information on the status of my vehicle. The car is at this moment still sitting at the dealer and no one has bothered to contact me ~~at~~ or given me any information whatsoever. The total time that has elapsed since the transmission was changed out has been a little over a month.

damage might be caused. I want you to please help me have Suzuki take responsibility and take the car to be seen by their own specialists. Not this dealer, they have not been helpful at all. I need for Suzuki to be the ones to actually inspect and fix my car. I implore you to help me and ~~invest~~ investigate the matter. No one wants to take responsibility for a car that I can no longer use, that is sitting parked and untouched. You are my last hope, please get Suzuki to take responsibility. I am eagerly waiting for your reply.

Thank you.

Case #

CUSTOMER #:

INVOICE

THE
SUZUKI
DEPOTTHE
KIA
DEPOT

LOS ANGELES, CA

HOME:

CONT:

BUS:

CELL:

PAGE 1

P.O. Box 88 Santa Ana, CA 92702
909 N. Grand Ave., Santa Ana, CA 92701
(714) 338-6031

SERVICE ADVISOR: 609 CHRIS KING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PLATINUM S	11	SUZUKI KIZASHI	JS2RF9A63B6		27195/27201	T4375	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30OCT11 DD			WAIT 14JUL15			CASH	20JUL15
R.O. OPENED	READY	OPTIONS: STK: TRN: AUTO					

09:02 14JUL15 12:42 20JUL15

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES KNOCKING SOUND FROM ENGINE AREA
MISC MISC

6 ISP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

I WAS ABLE TO DUPLICATE THE CONCERN IN THE SERVICE DRIVE WITH CHRIS KING AND THE CUSTOMER. THE NOISE WAS SIMILAR TO AN ENGINE ROD KNOCK NOISE. I MOVED THE CAR BACK TO MY STALL AND HAVE NOT BEEN ABLE TO DUPLICATE IT SINCE THEN. I HAVE ROAD TESTED THE CAR HOT AND COLD, LET IS SIT BEFORE STARTING, IDLE FOR LONG AND SHORT PERIODS OF TIME. THE ENGINE OIL LEVEL AND TRANSMISSION OIL LEVELS ARE GOOD. THE OILS ARE NOT CONTAMINATED. TECHLINE CASE # AS OF THIS TIME I AM UNABLE TO DUPLICATE THE CUSTOMERS CONCERN DURING EXTENSIVE TESTING. (STALL TESTS, ROAD TESTS, VISUAL TESTS AND SCAN TOOL TESTING.)

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HISTORY FEE/ HAZ MAT.	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DAP # ADD244828

EPA # CAL000266906

Case #

CUSTOMER #:

INVOICE

THE
SUZUKI
DEPOTTHE
KIA
DEPOTP.O. Box 88 Santa Ana, CA 92702
909 N. Grand Ave., Santa Ana, CA 92701
(714) 338-6031

LOS ANGELES, CA

PAGE 1

HOME: CONT: [REDACTED]
BUS: CELL: [REDACTED] SERVICE ADVISOR: 602 RAUL CHAVEZ

CELL: [REDACTED]		SERVICE ADVISOR: 602 RAUL CHAVEZ					
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT	TAG
PLATINUM S	11	SUZUKI KIZASHI		JS2RF9A63B6 [REDACTED]		26860/26869	T3019
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30OCT11 DD			17:00 17JUN15			CASH	18JUN15
R.O. OPENED		READY		OPTIONS: STK: [REDACTED] TRN: AUTO			
08:00 17JUN15		16:54 18JUN15					

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUST STATES, THERE IS A GROWL/RHYTHMIC HUM COMING FROM BOTTOM OF CAR
WHILE DRIVING. PREVIOUSLY DIAGNOSED AS INTERNAL FAILURE OF
TRANSMISSION ASSY ON RO [REDACTED]
CAUSE: CONFIRMED COMPLAINT
W WARRANTY

13 WSUZ 7.70

1 21000-57LV3 KZSHI AT CVT 4W

5 990B0-01002 CVT AUTO TRANS

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
TRANSMISSION IS GRINDING INTERNALY, DIAGNOSED ON PREVIOUS REPAIR

ORDER

---COMPLETED---

REPLACED AUTO TRANS AXLE ADJUSTED FLUID TO PROPER LEVEL. TEST DROVE
CAR. AUTO TRANS NO LONGER GRINDS. REPAIR COMPLETED.

NOTE: VERBAL AUTHO OBTAINED BY S.A VIA TELEPHONE FROM SUZUKI DPSM
VIA TELEPHONE.

B PERFORM MULTI-POINT VEHICLE INSPECTION. INSPECT AND SET TIRE
PRESSURES TO MANUFACTURER'S SPECIFICATIONS.

KCPI MAINTENANCE

13 IKIA 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
-- SET TIRE PRESSURES -- RF: 33 PSI, LF: 33 PSI, RR: 33 PSI, LR: 33

PSI --

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

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.

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HISTORY FEE/ HAZ MAT.	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

BAR # ARD244828

EPA # CAL000266906

CUSTOMER #:

case #



WORKORDER

LOS ANGELES, CA

PAGE 1

P.O. Box 88 Santa Ana, CA 92702
909 N. Grand Ave., Santa Ana, CA 92701
(714) 338-6031

HOME:

CONT

BUS:

CELL

SERVICE ADVISOR: 602 CHAVEZ, RAUL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
PLATINUM S	11	SUZUKI KIZASHI	JS2RF9A63B6		26860/	T3019	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30OCT11 DD			17:00 17JUN15			CASH	
R.O. OPENED	READY	OPTIONS: STK: TRN: AUTO					
17JUN2015 08:00							

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A				CUST STATES, THERE IS A GROWL/RHYTHMIC HUM COMING FROM BOTTOM OF CAR WHILE DRIVING. PREVIOUSLY DIAGNOSED AS INTERNAL FAILURE OF TRANSMISSION ASSY ON RO ██████████ CC:
		W	CKIA	WARRANTY
# B	MPI		IKIA	PERFORM MULTI-POINT VEHICLE INSPECTION. INSPECT AND SET TIRE PRESSURES TO MANUFACTURER'S SPECIFICATIONS. CC:
	KCP1		IKIA	MAINTENANCE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

Revised Estimate Parts Labor Totals Phone #
Date Time FAX # BY
Revision Details E-mail
In Person

Revised Estimate Parts Labor Totals Phone #
Date Time FAX # BY
Revision Details E-mail
In Person

*I acknowledge notice and oral approval of an increase in the original estimated price.

(Signature or initials)*

BAR # AC244828

EPA # CAL000266906

CUSTOMER #:

case #

INVOICE

THE
SUZUKI
DEPOTTHE
KIA
DEPOTP.O. Box 88 Santa Ana, CA 92702
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(714) 338-6031

LOS ANGELES, CA

PAGE 1

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 602 RAUL CHAVEZ

CELL: [REDACTED] SERVICE ADVISOR: 602 RAUL CHAVEZ										
COLOR		YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN / OUT	TAG
PLATINUM S		11	SUZUKI KIZASHI			JS2RF9A63B6 [REDACTED]			26982/26982	T3191
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
30OCT11 DD				17:00 26JUN15				CASH	26JUN15	
R.O. OPENED		READY		OPTIONS:		STK: [REDACTED]	TRN: AUTO			

11:50 26JUN15 14:39 26JUN15

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUST STATES, CLUNK NOISE WHEN PUTTING IN PARK AND DRIVING. CHECK AND ADVISE

CAUSE: E

W WARRANTY

6 WSUZ 3.00

(N/C)

1 11620-57L00 MOUNTING COMP,E

(N/C)

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

THE REAR ENGINE MOUNT ISOLATER IS BROKEN. REPLACED THE REAR ENGINE MOUNT ASSEMBLY. IT SUPPORTS THE ENGINE AND TRANSMISSION. THE VEHICLE IS EQUIPPED WITH ALL WHEEL DRIVE. VERIFIED OPERATION.

B PERFORM MULTI-POINT VEHICLE INSPECTION. INSPECT AND SET TIRE

PRESSURES TO MANUFACTURER'S SPECIFICATIONS.

KCP1 MAINTENANCE

6 IKIA 0.00

(N/C)

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

-- SET TIRE PRESSURES -- RF: 38 PSI, LF: 38 PSI, RR: 38 PSI, LR: 38 PSI --

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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.

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HISTORY FEE/ HAZ MAT.	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

BAR # ARD244828

EPA # CAL000266906

CUSTOMER #:

INVOICE



LOS ANGELES, CA

HOME:

CONT:

BUS:

CELL:

PAGE 1

 P.O. Box 88 Santa Ana, CA 92702
 909 N. Grand Ave., Santa Ana, CA 92701
 (714) 338-6031

SERVICE ADVISOR: 609 CHRIS KING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PLATINUM S	11	SUZUKI KIZASHI	JS2RF9A63B6		27287/27298	T374
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
30OCT11 DD			WAIT 22JUL15			CASH
R.O. OPENED	READY	OPTIONS:	STK	TRN: AUTO		12AUG15
07:19 22JUL15	11:25 12AUG15					

LINE OPCODE TECH TYPE HOURS

 A CUSTOMER STATES KNOCKING SOUND FROM ENGINE AREA - IN REVERSE OR DRIVE
 MISC MISC

6 ISP 0.00

 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C)
 0.00

TESTED THE VEHICLE THROUGHOUT THE DAY STARTED COLD AND AT OPERATING TEMPERATURE. ROAD TESTED IT ON SURFACE STREETS AND AT FREEWAY SPEEDS. NO NOISES DURING THE ROAD TESTS. AFTER THE ROAD TESTS I WOULD PARK THE CAR AND LET IT IDLE FOR A HALF HOUR. TURN IT OFF AND THE START IT UP AGAIN AND LET IT IDLE ANOTHER 15 TO 20 MINUTES. I DID THIS PROCESS 4 TIMES. NO ENGINE OR TRANSMISSION NOISES WERE HEARD AT ANY TIME. THE ENGINE OIL AND TRANSMISSION OIL LEVELS ARE GOOD. THE CONDITION OF THE FLUIDS ARE GOOD. THERE ARE NO STORED POWERTRAIN DTC'S. THE VEHICLE IS OPERATING AS DESIGNED AT TIME OF TESTING AND INSPECTION. NO PROBLEM FOUND, UNABLE TO DUPLICATE CONCERN. ROAD TESTED - ALL PASS. NO PROBLEM FOUND.

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BAR # ARD244828

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