

JUN - 6 2017

Hermosa Beach, Calif.

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

June 2, 2017

U. S. Dept of Transportation
National Highway Safety Administration
OFFICE OF DEFECTS and SAFETY
100 N 5th Avenue Southwest, West Building
Washington DC, 20590

To whom it may concern:

I am writing this letter to notify your Department of a **SAFETY CONDITION** which exists and I believe is still being offered by an automobile Manufacturer and at least one of their Automobile Dealerships.

On February 11, 2017, I purchased an automobile from KIA of Palm Springs, Ca, located at 68130 Kyle Road, Cathedral City, Ca 92234 ((760) 844 7200. At the time of purchase, there was not a technician on the premises to review with us all of the technology and features as well as to install these various programs. Our sales person Mr. Tony Ghezlbash, told us to return the following day. On February 12, 2017, we returned to the agency to have Tony assist us with installing the UVO eServices Registration. He was unable to get the system installed and suggested we come back on a week day when there would be a technician available to assist with the installation and to answer any questions we may have at that time. We live in Los Angeles County (approximately 125 miles away. He suggested that we return to their agency the following month on our scheduled return to the desert in the middle of March. We returned to Palm Springs on or about March 15. Upon our return we were introduced to Kamillah Smith, a Sales Consultant with the Agency. She appeared knowledgeable and assisted us with the install and answered most questions we had. During the time between appointments we noticed that the Front Passenger Air bag did not Engage/Activate (The Air Bag light showed the bag off) with my Fiancee sitting in the passenger seat with the Seatbelt engaged. Ms. Smith was not sure why that was happening, so she spoke to the Service

MR

NAU
6917
LD

department and they said it could be fixed, but was not sure how long it might take. Consequently, we might be better served to have the automobile serviced by an Agency closer to our home. We returned to Los Angeles and scheduled an appointment with downtown KIA on March 28, 2017. Downtown KIA told me the Drivers side Air Bag was engaged as soon I engaged the Seat Belt. I asked to make the Passenger Front Seat Air Bag just like the Drivers side Air Bag. On March 1st we were informed by downtown KIA that they could not fix the automobile and to please pick up the vehicle. We then contacted KIA Motors Consumer Assistance Center, P O Box 52410, Irvine, Calif. 92619-2410 and were told to send a complete file (Case Number [REDACTED] to the attention of Albert Judson which was sent and signed for by W. Cox at 7:02 AM on April 13, 2017.

On April 18, a gentleman named Charles called and said that "still no resolution". On April 20, 2017 we sent an email to Albert requesting an update.

April 21, 2017, a gentleman named Charles called from the Escalation Department and stated that the Owners manual states in Chapter 3, Page 46 that the Front Passenger Airbag will not deploy if heavy clothing is being worn. He stated we should have read the Owners Manual before we purchased, however, the owners manual was not given nor offered to us prior to purchase. **The KIA 900 brochure does state that: At KIA, THE PROCESS OF IMPROVING ALL ASPECTS OF SAFETY IS RELENTLESS. AS A RESULT, CONTINUOUS ENGINEERING ADVANCES AND BREAKTHROUGHS IN MATERIAL DESIGN HAVE LED TO K900's EXCEPTIONALLY STRONG BODY CONSTRUCTION, STRATEGICALLY PLACED AIRBAGS, AND ADVANCED SENSORS, ALL OF WHICH HELP TO INCREASE YOUR PEACE OF MIND**

We do not have Peace of Mind

In effect, the KIA Corporation is saying to me and my fiancée, you must sacrifice your health if you want to own and ride in a KIA. **FULL DISCLOSURE was not met and I believe was purposely concealed from me and possibly even to the general public**

The automobile is sitting in the garage and has not been driven since returning from the Downtown KIA facility on April 1, 2017. All we ever wanted was for KIA to make the Front Passenger Seat Air Bag safe like the Driver's side Seat Air Bag.

[REDACTED]

In other words, **make our car Safe to Ride and Drive**

I hope that your Department will look into this matter as a public service and maybe Investigate the KIA Corporation as a matter of Public Safety. The brochure is quite misleading and gives one a false sense of security.

Sincerely,

[REDACTED]

Hermosa Beach, Calif [REDACTED]

[REDACTED]



Kia Motors America, Inc.

Sent Via e-mail

April 4, 2017

[REDACTED]
Hermosa Beach, CA [REDACTED]

Re: [REDACTED]

2016 Kia K900- VIN: KNALU4D32G6 [REDACTED]

Dear [REDACTED]

Thank you for contacting the Kia Motors America Consumer Assistance Center. Our records indicate that you contacted us on March 27, 2017 requesting assistance in regard to your Kia vehicle referenced above.

In order to evaluate your request, we need specific information regarding your purchase/lease of the vehicle and its service history. To assist us in this regard, please be so kind as to fax, mail, or e-mail legible copies of the following documents to our attention within 14 business days from the date of this letter:

1. Copies of any and all service records from any Kia dealership
2. Copies of your maintenance records for the vehicle
3. Copies of any repair or service records from independent service facilities
4. Copy of your Sales/Lease Contract
5. Copy of your current Vehicle Registration
6. Completed Kia Consumer Affairs Information Request Form (enclosed)

Upon receipt of the documents above, you will be contacted directly by a Kia Motors representative to discuss your request.

We at Kia Motors America, Inc. value your input as a consumer and wish to thank you in advance for your courtesy and cooperation and for allowing us the opportunity to be of assistance.

Sincerely,

Albert Judson
Kia Motors America, Inc.
PO Box 52410
Irvine, CA 92619-2410
Fax: (520) 770-4786
Email: ajudson@kiaconsumeraffairs.com

April 11, 2017

KIA Motors America Consumer Assistance Center
PO Box 52410
Irvine, CA 32619-2410
Attention: Albert Judson, Consumer Affairs

Dear Mr. Albert Judson,

Thank you for your kindness and understanding during our telephone conversation on April 3, 2017. Per your request, please note the following with attachments:

- On Saturday, February 11, 2017, Mr. [REDACTED] purchased a KIA K900 from the Palm Springs Cathedral City Auto Center. Tony Ghezlbash was our Sales Consultant. There was pitting on the right rear window, possibly from sand blowing on the window. Mr. Ghezlbash and Sales Manager, Chris and/or Larry agreed that since we were planning to have protective tinting on the windows, they would reimburse us for the cost because the tinting would cover the pitting on the window. Since we purchased the car on Saturday, there was no one available to review with us all of the technology and features the car has and we were not able to register the car online with KIA corporate offices for UVO Services Registration.
- On Sunday, February 12, 2017, we returned to the dealership to connect with the corporate office through the computer system in the car. No success because there was no one there who could help us with the technology. It was thought that perhaps the system was down. It was decided that when we return with the receipt for the tinted windows, we could have someone review with us how to operate the navigation, cell phone, etc, become familiar with all of the symbols, features and connect the KIA K900 to the corporate offices via UVO eServices Registration.
- On or about March 16, 2017, we returned to the Palm Springs KIA to give the receipt for the tinted windows and learn from a technician how to operate the technology and features in the K900. Kamilah Smith, Sales Consultant was there to assist us. Our first question was, "Why is the passenger airbag light reflecting that it is not on when I am clearly sitting in the seat?" We noticed that when I place my medically needed 1½ inch seat cushion on the seat the airbag light is on and the airbag will not deploy. When the medically needed cushion is not on the seat, the light goes out and the airbags will deploy. I carry with me a DMV Disabled Person Placard Identification Card with me at all times and must use the cushion to keep from experiencing pain while riding in a car. Kamilah was surprised that this was an issue and sat in the seat with and without the cushion. She went to a Service Technician and reported to us that it could be fixed and since we live in the Los Angeles Area, it would be better to have them fix the problem in Los Angeles.
- On March 27, 2017, I contacted Trevor at KIA Consumer and reported our concerns regarding the passenger seat. I informed him that we had called KIA of Downtown and they stated that there was nothing that they could do about the issue. He suggested that we take the car to the KIA Service

Department in the area and generate a Repair Order. Our case number was [REDACTED]

- On March 28, 2017, Khalil Chaaban, Service Advisor at KIA of Downtown took the car in to see if they could get the airbags to deploy while I was sitting in the seat with my medically needed seat cushion.
- On Saturday, April 1, 2017, we were told that they had checked with DPSM and could not make any modifications on the car to disable the airbag. Mr. Chaaban did not understand what we were saying and typed in the service request the opposite of what the problem was. He had typed on the Service Request that we wanted to disable the airbag system! I asked for a supervisor and Wes Simmons, Service Advisor, spoke to us. He understood what we were asking for. He sat in the car with the cushion and without the cushion. However, he stated that there was nothing that they could do to enable the passenger airbag while I am sitting on the cushion.
- On Monday, April 3, 2017, I called to report the results to Albert in Consumer Assistance. We have not been driving the car because I cannot choose between the airbag safety feature and my medical condition. I called KIA in Palm Springs and spoke to the Sales Manager, Chris. I told him that we were not told before we bought the car that seat cushions or heavy clothing would disable the airbags on the K900. They were not even aware of this issue until we brought the issue up. We asked that they repurchase the car as we cannot safely drive the car. Chris stated that he would discuss the issue with the General Manager and get back to us.
- On April 4, 2017, Kamilah Smith returned my call and asked that we give them three days to find a solution that would not compromise my medical need vs. airbag safety feature. I asked if they would provide a loaner car during the decision making process.
- It is Monday, April 10, 2017 and I have not heard from anyone at Palm Springs KIA about a loaner car or their decision about repurchase.

[REDACTED] would like to formally request that Palm Springs KIA repurchase the K900 because we cannot safely drive it without using the 1½ inch seat cushion needed for medical purposes. This is very embarrassing for me. My handicap is not allowing us to drive/ride the car. We are both Senior Citizens and cannot afford to have a \$60,000 car sit in the garage, which is where it is now. If we had known about the airbag not deploying, we would not have purchased the car.

Thank you in advance for any support you could provide us. We are paying notes and insurance on a car we cannot drive without putting ourselves in danger. We have asked for a loaner car during the discussions and received no response from the Palm Springs Dealership.

[REDACTED]

April 13, 2017 – Packet delivered to KIA, Irvine, signed by W. Cox at 7:02 AM (tracking # [REDACTED]); Charles from Consumer Dept. called to state process in place for resolution.

April 18, 2017 Charles, Escalation Department, called to say still no resolution.

April 20, 2017 sent email to Albert regarding update.

April 21, 2017 Charles, Escalation Department, #3420303, called to say that the Owner's Manual states on Chapter 3, Page 46 that the airbag will not deploy with heavy clothing, so there is nothing that can be done. I explained that we did not get the Owner's Manual until after we owned the car. He informed me that he was the last word and that no one else could help us at KIA Corp. He stated that each dealer was a separate business from KIA Corp and they could do as they please. He refused to give me the name of anyone else in KIA Corp. because again he stated that he had the last word on the issue.

3:57 pm called and spoke to James who gave me to Jason, because, he stated, "we are family at KIA". Jason stated that he would call KIA in Palm Springs to intercede. I remained on hold and then the line disconnected. I called him back and left a message to call me. He did not return the call.

April 27, 2017

Han Woo Park, Chairman
KIA Automobile Corporation
06797 Seoul, SeoCho-gu, HunReung-Ro 12 (YangJae-Dong)

Dear Mr. Park,

We hope that this letter finds you in good health. We are writing this letter to you in hopes that you could intercede on our behalf. KIA Corporation in America has told us that there is nothing that can be done to help us.

I purchased a used 2016 KIA 900 (KNALU4D32G6 [REDACTED]) in February 2017. After purchasing the car we discovered that the passenger side air bag will not deploy if the passenger is wearing heavy garments. My fiancée and I both require a seat cushion that protects the back. The cushion is only two inches deep but it is enough to keep the seat from knowing that she is sitting in it. My fiancée sustained an injury that has left her partially disabled so that she carries a Disabled Plaque when we drive. We are both Senior Citizens and bought the car looking forward to city driving and car trips.

When we discovered the impossible dilemma of choosing safety over medical concerns, with the air bags not deploying, we contacted the Palm Springs Dealer to help remedy the concern. We were told that because the owner's manual states the problem, they will not address the concern or repurchase the car. We were amazed at this reasoning in that we did not receive the owner's manual until after we bought the car. If we had known, we would have not purchased the K900.

Is there any way you could assist us? My fiancée has traveled to South Korea on three different occasions and has told me that this lack of understanding, sensitivity and compassion is not representative of your country or your people. We are ashamed to see this happen in our country.

Attached, please find the documents that we mailed to KIA Motors America Consumer Assistance Center asking for their assistance.

[REDACTED]
Hermosa Beach, California [REDACTED]
[REDACTED]



KIA MOTORS

The Power to Surprise™

B.A.R. # ARD269222

KIA of DOWNTOWN

1945 SOUTH FLOWER STREET

LA, CA 90007

(213) 342-0900

(213) 342-0900



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EPA # CAL000374766

CUSTOMER NO.	ADVISOR KHALIL	TAG NO. 364	INVOICE DATE 04/01/17
HERMOSA BEACH, CA	LICENSE NO.	MILEAGE 3,061	COLOR
	YEAR / MAKE / MODEL 16/KIA/K900/4DR SDN V6 PREMIUM	DELIVERY DATE	STOCK NO.
	VEHICLE I.D. NO. K N A L U 4 D 3 2 G 6	SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	PRODUCTION DATE
		R.O. DATE 03/28/17	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 3061

CUSTOMER REQUESTS COMPLIMENTARY KIA MULTI-POINT INSPECTION
 INSPECT WINDSHIELD CONDITION/ WIPER BLADES/ WASHER SPRAYER
 CHECK TIRES/ MEASURE TIRE TREAD DEPTH AND TIRE PRESSURE
 PERFORM EXTERIOR VEHICLE INSPECTION
 CHECK & FILL FLUID LEVEL/ CONDITION OF THE FOLLOWING:
 AUTOMATIC TRANSMISSION FLUID/ BRAKE FLUID
 COOLANT RECOVERY RESERVOIR/ POWER STEERING FLUID
 WINDSHIELD WASHER FLUID
 BATTERY PERFORMANCE/ BATTERY CONDITION/ TERMINALS/ CABLES
 BRAKE LINES/ HOSES/ PARKING BRAKE/ CLUTCH IF EQUIPPED
 DRIVE AXLE BOOTS (CV, IF EQUIPPED)
 COOLING SYSTEM & HOSES FOR VISIBLE LEAKS & DAMAGE
 DRIVE BELTS/ EXHAUST SYSTEM (LOOSE PARTS, VISIBLE DAMAGE)
 OIL AND/ OR FLUID LEAKS/ OPERATION OF HORN/
 INTERIOR & EXTERIOR LIGHTS/ FRONT AND REAR BRAKES
 STEERING, STEERING LINKAGES/WHEEL END PLAY/ BEARINGS
 SUSPENSION (DAMAGE/LEAKS/STRUTS FOR BOUNCE/SHOCKS
 ENGINE AIR FILTER/ IN-CABIN AIR FILTER
 PERFORMED KIA MULTI-POINT INSPECTION

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

ESTIMATE-----

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

TOTALS-----

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE
 ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE

 ATTENTION KIA OF DOWNTOWN CLIENTS PLEASE VISIT OUR
 WEBSITE AT WWW.KIAOFDTLA.COM TO SCHEDULE YOUR NEXT
 SERVICE APPOINTMENT. YOU MAY ALSO VIEW 3 YEARS OF YOUR
 SERVICE HISTORY WHILE SCHEDULING YOUR SERVICE APPOINTMENT.
 TAKE ADVANTAGE OF THE THE MONTHLY SERVICE SPECIALS WE POST
 ON OUR WEBSITE. WE ARE ALWAYS LOOKING FOR WAYS TO SAVE OUR
 CLIENTS TIME AND MONEY. THANK YOU FOR SERVICING YOUR VEHICLE
 HERE WITH US AT KIA OF DOWNTOWN.

TOTAL LABOR 0.00
 TOTAL PARTS 0.00
 TOTAL SUBLET ... 0.00
 TOTAL G.O.G. 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX 0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK



KIA of DOWNTOWN

1945 SOUTH FLOWER STREET

LA, CA 90007

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RECOMMENDED SERVICES

(213) 342-0900

(213) 741-5000



KIA MOTORS
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EPA # CAL000374766

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
09K1ZTPS 13K1ZKCP2	TIRE PRESSURE SET MPI	MI MI		09K1ZBATT	BATT TEST	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

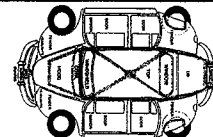
SALESPERSON NO.

S E R V I C E

STATE REG#?

CALL WHEN READY ☐ YES ☐ NO	VEHICLE ID NO. KNALU4D32G6	YEAR/MAKE/MODEL 16/KIA/K900/4DR SDN V6 PREMIUM	PRODUCTION DATE	STOCK NO.	LICENSE NO.	
SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO	HERMOSA BEACH, CA	CUSTOMER SIGNATURE	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 03/28/17
		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	
		TURBO N M/M Kizz AIR COND. Y P. S. Y TRANS A MILEAGE 3,061 ADVISOR NO. 364 ADVISOR KHALIL				
		BUSINESS PHONE	I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made. I have read and understand the above estimate and terms. I authorize service to be performed, including sublet work, and acknowledge receipt of this estimate. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE DEALER. NOTICE TO CONSUMER. PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.			
	TIME RECEIVED 11:56am DATE/TIME PROMISED 03/28/17 08:00pm PRIORITY 11	PLEASE READ REVERSE SIDE.				
APPOINTMENT ☐ Yes ☒ No	CELL: [REDACTED]	X CUSTOMER SIGNATURE				

JOB	ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00	ORIGINAL ESTIMATE \$	HAZARDOUS WASTE REMOVAL EST. \$
1	W 04K1Z KIA ELECTRICAL CUSTOMER STATES SHE HAS MEDICAL CUSHION TO SIT ON IT ON THE PASSENGER SIDE AND WHEN SHE USE THE CUSHION THE AIR BAG LIGHT STAYS OFF, CUSTOMER CALLED KIA CONSUMER TALKED TO TREVER TOLD HER TO BRING THE VEHICLE TO SERVICE TO SEE IF WE ARE ABLE TO SOLVE THE PROBLEM	I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.	
2	C 09K1ZTPS TIRE PRESSURE SET CUSTOMER REQUESTS TO SET TIRE PRESSURE TO MANUFACTURER RECOMMENDED SETTINGS AND INSPECT TIRES FOR WEAR	1ST REV. EST.	ADD. COST
3	C 09K1ZBATT BATT TEST CUSTOMER REQUESTS COMPLIMENTARY BATTERY TEST & INSPECTION	DATE	TIME
4	C 13K1ZKCP2 MPI CUSTOMER REQUESTS COMPLIMENTARY KIA MULTI-POINT INSPECTION INSPECT WINDSHIELD CONDITION/ WIPER BLADES/ WASHER SPRAYER CHECK TIRES/ MEASURE TIRE TREAD DEPTH AND TIRE PRESSURE	PHONE NO. CALLED	CONTACTED BY: ☐ IN PERSON ☐ BY PHONE ☐ BY FAX ☐ BY EMAIL
		REVISION DETAILS:	
		2ND REV. EST.	ADD. COST
		DATE	TIME
		PHONE NO. CALLED	CONTACTED BY: ☐ IN PERSON ☐ BY PHONE ☐ BY FAX ☐ BY EMAIL
		REVISION DETAILS:	
		3RD REV. EST.	ADD. COST
		DATE	TIME
		PHONE NO. CALLED	CONTACTED BY: ☐ IN PERSON ☐ BY PHONE ☐ BY FAX ☐ BY EMAIL
		REVISION DETAILS:	
		"I acknowledge notice and oral approval of an increase in the original estimate."	
		CUSTOMER SIGNATURE	
		I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimate price for parts and labor.	
		Name of Designee:	Phone Number:
		E-Mail Address:	Fax Number:
		Customer's Signature:	Date:
		X	
		ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.	
		"BY LAW, YOU MAY CHOOSE ANOTHER LICENSED FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY."	
		WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES.	
		IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.	





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OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
09K1ZTPS 13K1ZKCP2	TIRE PRESSURE SET MPI	MI MI		09K1ZBATT	BATT TEST	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# ?

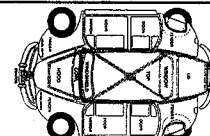
CALL WHEN READY ☐ YES ☐ NO	VEHICLE ID NO. KNALU4D32G6	YEAR/MAKE/MODEL 16/KIA/K900/4DR SDN V6 PREMIUM	PRODUCTION DATE	STOCK NO.	LICENSE NO.
SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO	HERMOSA BEACH, CA	CUS	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
	BUSINESS PHONE	TURBO ☒ N ☐ M ☐ K ☐ Z ☐ Z	AIR COND. ☒ Y ☐ N	P.S. ☒ Y ☐ N	TRANS ☒ A ☐ M
	TIME RECEIVED 11:36am	DATE/TIME PROMISED 03/28/17	08:00pm	PRIORITY 11	MILEAGE 3,061
	APPOINTMENT ☐ Yes ☒ No		ADVISOR NO. 364		
	CELL:		ADVISOR KHALIL		

I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made. I have read and understand the above estimate and terms. I authorize service to be performed, including sublet work, and acknowledge receipt of this estimate. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE DEALER. NOTICE TO CONSUMER. PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

X _____
CUSTOMER SIGNATURE

PERFORM EXTERIOR VEHICLE INSPECTION
CHECK & FILL FLUID LEVEL/ CONDITION OF THE FOLLOWING:
AUTOMATIC TRANSMISSION FLUID/ BRAKE FLUID
COOLANT RECOVERY RESERVOIR/ POWER STEERING FLUID
WINDSHIELD WASHER FLUID
BATTERY PERFORMANCE/ BATTERY CONDITION/ TERMINALS/ CABLES
BRAKE LINES/ HOSES/ PARKING BRAKE/ CLUTCH IF EQUIPPED
DRIVE AXLE BOOTS (CV, IF EQUIPPED)
COOLING SYSTEM & HOSES FOR VISIBLE LEAKS & DAMAGE
DRIVE BELTS/ EXHAUST SYSTEM (LOOSE PARTS, VISIBLE DAMAGE)
OIL AND/ OR FLUID LEAKS/ OPERATION OF HORN/
INTERIOR & EXTERIOR LIGHTS/ FRONT AND REAR BRAKES
STEERING, STEERING LINKAGES/WHEEL END PLAY/ BEARINGS
SUSPENSION (DAMAGE/LEAKS/STRUTS FOR BOUNCE/SHOCKS
ENGINE AIR FILTER/ IN-CABIN AIR FILTER

ORIGINAL ESTIMATE \$	HAZARDOUS WASTE REMOVAL EST. \$
TEARDOWN ESTIMATE	
I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.	
1ST REV. EST.	ADD. COST
DATE	TIME
PHONE NO. CALLED	CONTACTED BY:
	☐ IN PERSON ☐ BY FAX ☐ BY PHONE ☐ BY EMAIL
REVISION DETAILS:	
2ND REV. EST.	ADD. COST
DATE	TIME
PHONE NO. CALLED	CONTACTED BY:
	☐ IN PERSON ☐ BY FAX ☐ BY PHONE ☐ BY EMAIL
REVISION DETAILS:	
3RD REV. EST.	ADD. COST
DATE	TIME
PHONE NO. CALLED	CONTACTED BY:
	☐ IN PERSON ☐ BY FAX ☐ BY PHONE ☐ BY EMAIL
REVISION DETAILS:	
"I acknowledge notice and oral approval of an increase in the original estimate."	
X _____	
CUSTOMER SIGNATURE	
I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimate price for parts and labor	
Name of Designee:	Phone Number:
E-Mail Address:	Fax Number:
Customer's Signature:	Date:
X _____	
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.	
"BY LAW, YOU MAY CHOOSE ANOTHER LICENSED FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY."	
WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES.	
IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.	



NO VEHICLES RELEASED AFTER BUSINESS HOURS

**KIA MOTORS**

The Power to Surprise™

B.A.R. # ARD269222

KIA of DOWNTOWN

1945 SOUTH FLOWER STREET

LA, CA 90007

(213) 342-0900**(213) 342-0900****KIA MOTORS**

The Power to Surprise™

EPA # CAL000374766

CUSTOMER NO.	ADVISOR KHALIL	TAG NO. 364	INVOICE DATE 04/01/17	CELL IN
HERMOSA BEACH, CA	LICENSE NO.	MILEAGE 3,061 /	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 16/KIA/K900/4DR SDN V6 PREMIUM	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. K N A L U 4 D 3 2 G 6	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/28/17	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 3061

JOB# 1 CHARGES**LABOR****J# 1 04K1Z****KIA ELECTRICAL****TECH(S):183****INTERNAL**

CUSTOMER STATES SHE HAS MEDICAL CUSHION TO SIT ON IT ON THE PASSENGER SIDE AND WHEN SHE USE THE CUSHION THE AIR BAG LIGHT STAYS ON, CUSTOMER CALLED KIA CONSUMER TALKED TO TREVER TOLD HER TO BRING THE VEHICLE TO SERVICE TO SEE IF WE ARE ABLE TO SOLVE THE PROBLEM
OPENED TECH CASE #
AFTER OPENING CASE # KIA DIRECTED US TO THE DPSM CHECKED WITH DPSM AND FOUND OUT THAT WE CAN NOT MAKE ANY MODIFICATION TO THE VEHICLE

JOB# 1 TOTALS**JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL****0.00****JOB# 2 CHARGES****LABOR****J# 2 09K1ZTPS****TIRE PRESSURE SET****TECH(S):183****INTERNAL**

CUSTOMER REQUESTS TO SET TIRE PRESSURE TO MANUFACTURER RECOMMENDED SETTINGS AND INSPECT TIRES FOR WEAR

SET TIRE PRESSURE
ADJUSTED TIRE PRESSURE TO:
FT:.....RR:.....

JOB# 2 TOTALS**JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL****0.00****JOB# 3 CHARGES****LABOR****J# 3 09K1ZBATT****BATT TEST****TECH(S):183****INTERNAL**

CUSTOMER REQUESTS COMPLIMENTARY BATTERY TEST & INSPECTION
GOOD BATTERY

JOB# 3 TOTALS**JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL****0.00****JOB# 4 CHARGES****LABOR****J# 4 13K1ZKCP2****MPI****TECH(S):183****INTERNAL****ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE****NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK**

USED VEHICLE DISCLOSURE

Buyer/Lessee Name(s) ("you") [REDACTED]			
Address: Street [REDACTED] HERMOA BEACH, CA [REDACTED]		City [REDACTED]	State [REDACTED] Zip [REDACTED]
Contract Date 02/11/17			
Dealership ("Dealer," "us," "our") PALM SPRINGS KIA			
Year 2016	Make KIA	Model K900	VIN KNALU4D3266 [REDACTED]

The undersigned buyer(s)/lessee(s) of the above described used motor Vehicle ("Vehicle") acknowledge the following disclosure of the Vehicle's prior history and/or use as known by us at the time of delivery. **THIS FORM SUPERSEDES ALL VERBAL COMMENTS REGARDING THE VEHICLE'S PRIOR HISTORY AND/OR USE.**

(Customer(s) initials)

- ☐ 1. **Unregistered Factory Executive Vehicle** (Warranty Commencement Date: _____)
- ☐ 2. **Unregistered Dealer Demonstrator** (Warranty Commencement Date: _____)
- ☐ 3. **Dealer Service Vehicle**
- ☐ 4. **Dealer Loaner Vehicle**
- ☐ 5. **Registered Dealer Lease Vehicle**
- ☐ 6. **Other Dealer Registered Vehicle**
- ☐ 7. **Dealer Rental Vehicle**
- ☐ 8. **Other Rental Vehicle** (e.g., Hertz, Budget, Enterprise, etc.)
- ☐ 9. **Publicly Owned Vehicle** (e.g., government agency)
- ☐ 10. **Taxicab** (includes limousines)
- ☐ 11. **Transportation Network (Rideshare) Vehicle** (e.g., Uber, Lyft, etc.)
- ☐ 12. **Insurance Salvage Vehicle**
- ☐ 13. **Revived Salvage Vehicle**
- ☐ 14. **Lemon Law Buyback** THIS VEHICLE WAS REPURCHASED BY ITS MANUFACTURER DUE TO A DEFECT IN THE VEHICLE PURSUANT TO CONSUMER WARRANTY LAWS. THE TITLE TO THIS VEHICLE HAS BEEN PERMANENTLY BRANDED WITH THE NOTATION "LEMON LAW BUYBACK."
- ☐ 15. **Rollback/Unwind** This Vehicle has been previously sold/leased, delivered to a customer, then returned as a result of a sale/lease cancellation.
- ☐ 16. **"Gross Polluter"** This Vehicle has been classified as a "Gross Polluter." The emissions system has been repaired and currently meets acceptable emission standards. State law requires the "Gross Polluter" designation to remain on the Vehicle's DMV record. State law also requires that this Vehicle's emissions be tested annually for up to five years by a California "Test-Only" facility. Annual test costs and the cost of necessary repairs to the emissions system are the responsibility of the Vehicle owner.
- ☐ 17. **Reported Stolen** This Vehicle has previously been stolen or reported stolen.
- ☐ 18. **None of the above** To the best of our knowledge, this Vehicle's prior history and/or use does not match any of the above categories.

If a vehicle history report concerning the Vehicle ("report") was provided to you, you understand that dealer obtained this report from an unaffiliated, third-party service provider. Dealer is not responsible for any errors or omissions in this report. This report is provided as a courtesy and is for your information only.

Date

02/11/17 [REDACTED]

Customer's (co-buyer/co-lessee) Signature

Date

Dealer Representative's Signature



FORM NO. LAWCA-UVHD (REV. 9/15)
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AGREEMENT TO FURNISH INSURANCE POLICY

(TO BE USED WITH SECURITY AGREEMENT ON SALE OF VEHICLE)

Date 02/11/17

TO SELLER PALM SPRINGS KIA

68-130 Kyle Road Cathedral City, CA 92234

The undersigned Purchaser(s) agree(s) to furnish his/their own Insurance Policy, covering property which is the subject of a Security Agreement dated this 11 day of Feb, YR 17

The vehicle referred to herein is described as follows:

Year	Make	Model	Body	Vehicle Identification No.
------	------	-------	------	----------------------------

2015 KIA K900

1

4DR SDN V6 LUKNALU4D3266

Such Insurance Policy must be delivered to the Seller within _____ days from the date hereof, and if Seller does not receive such Policy by the time stated, Seller may (but is not required to) procure insurance of the kind and type agreed to be furnished under the terms of the above mentioned Security Agreement.

Ins.Co. WESTERN GENERAL Agent _____

(818) 380-5371

ADDRESS OF AGENT - STR _____

CITY _____

STATE _____

ZIP _____

AGENT'S PHONE NUMBER _____

Policy No. _____

Exp. Date 02/21/2017

☐ Fire & Theft - ☐ Additional Coverage - ☐ \$ _____ Deductible Comprehensive - ☐ \$ _____ Deductible Collision

In the event I fail to furnish a valid insurance policy, or written evidence, from an insurance company for comprehensive and deductible collision insurance coverage, within the time specified from above date, I hereby agree to pay to Seller or its assignees any earned premium for any policy they may have to place for the above described vehicle in accordance with repayment procedures established under California Civil Code Section 2982.8.

I/we further agree to assume forthwith any and all responsibility for damage to the property referred to above or resulting from the use, maintenance or operation thereof, and agree to hold Seller free of any loss, claim, or liability resulting from any damage to said property or from the use, maintenance or operation thereof.

Loss Payee GOLDEN 1 CREDIT UNION

NOTICE TO BUYER: This Agreement does not authorize the ordering of **Public Liability or Property Damage Insurance**.

Any insurance ordered by the financial institution will cover loss of or damage to the above described vehicle only and **will not include Public Liability or Property Damage Insurance**.

"WARNING: IT IS YOUR RESPONSIBILITY UNDER CALIFORNIA LAW TO OBTAIN LIABILITY INSURANCE OR BE SUBJECT TO PENALTIES FOR VIOLATING SECTION 16020 OF THE VEHICLE CODE, WHICH MAY INCLUDE LOSS OF LICENSE OR A FINE. THE INSURANCE ACQUIRED BY THE LIENHOLDER DOES NOT PROVIDE LIABILITY COVERAGE AND DOES NOT SATISFY YOUR RESPONSIBILITY UNDER CALIFORNIA LAW."

HERMOA BEACH, CA

ADDRESS

HOME PHONE

BUSINESS PHONE

CO-BUYER'S SIGNATURE

LAW FORM NO. LAWCA-228RS

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TO ORDER: www.reynolds.com; 1-800-344-0996; fax 1-800-531-9055

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HERMOA BEACH, CA

KNALU4D3266

STOCK #:

DUE BILL

WORK PROMISED TO BE PERFORMED AT TIME OF SALE

DATE	DESCRIPTION OF CAR	LICENSE	CUSTOMER'S NAME	SALESPERSON	STOCK NO.
02/11/17	2016 KIA K900	N/A		TONY GHEZELBA	

PRESENT THIS ORDER WHEN WORK IS TO BE COMPLETED

1. First oil change free at P.S. Kia Unless main. package is purchased.
- 2.
- 3.
4. Nothing else promised or implied.
- 5.
- 6.
7. ALL WORK MUST BE PERFORMED AT PALM SPRINGS KIA WITHIN 30 DAYS OF CONTRACT DATE. OTHERWISE SOLD AS EQUIPPED, NOTHING ELSE PROMISED.

NOTE: THE ABOVE PROMISED WORK IS THE ONLY WORK TO BE PERFORMED FREE OF CHARGE. ANY ADDITIONAL WORK WILL BE CHARGED FOR IN ACCORDANCE WITH THE TYPE OF WARRANTY ISSUED AT TIME OF SALE, AND WILL BE CASH ON DELIVERY. ALL WORK MUST BE DONE IN OUR SHOP, AND YOU MUST MAKE AN ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT BEFORE THE ABOVE WORK CAN BE PERFORMED

Signed: Sales Mgr. 

Signed: Customer 

DUE TO INSURANCE REGULATIONS — NO LOAN CARS

LAW FORM NO. 412T (2/05)
©2005 Reynolds and Reynolds TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055
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FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

PRE-CONTRACT DISCLOSURE (Retail Installment Sale Contract)

L1814

Buyer Name(s) ("you") 			
Address 	City HERMDA BEACH, CA	State 	Contract Date 02/11/17
Year 2016	Make KIA	Model K900	VIN KNAL114D3266

Optional Goods and Services

☒ Optional Theft Deterrent Device(s):		
(1) GREAT WESTERN WARRANTY		\$ 2,550.00
(2) MAINTENANCE		\$ 320.00
(3)		\$ N/A
☐ Optional Surface Protection Product(s):		
(1)		\$ N/A
(2) US GAP		\$ 795.00
☐ Optional Service Contract(s):		
(1)		\$ N/A
(2)		\$ N/A
(3)		\$ N/A
(4)		\$ N/A
(5)		\$ N/A
☐ Optional Debt Cancellation Agreement:		\$ N/A
☐ Optional Vehicle Contract Cancellation Option Agreement:		\$ N/A
☐ Optional Insurance Product:		\$ N/A
Total		\$ 3,665.00

Installment Payment EXCLUDING Listed Items:	\$ 550.00
Installment Payment INCLUDING Listed Items:	\$ 599.91

THE ABOVE INSTALLMENT PAYMENTS INCLUDE THE ITEMS DESCRIBED ABOVE, THE PRICE OF THE VEHICLE, GOVERNMENT FEES AND TAXES, FINANCE CHARGES, AND THE FOLLOWING ADDITIONAL CHARGES:

Other Goods, Services and Miscellaneous Charges

Cash Price of Additional Accessories	\$ N/A	Emissions Testing Charge	\$ 80.00
Other (Nontaxable)		Prior Credit or Lease Balance	\$ N/A
	\$ N/A	Vehicle 1 \$	N/A
	\$ N/A	Vehicle 2 \$	N/A
EV Charging Station	\$ N/A	Other (to whom paid) N/A	\$ N/A
Electronic Vehicle Registration or Transfer Charge	\$ N/A	For:	
Document Processing Charge	\$	Other (to whom paid)	\$
		For:	

By signing below, you acknowledge:

- All of the charges described above will be included in the retail installment sale contract accompanying the purchase of the above described vehicle.
- The goods and services are not required as a condition to obtaining financing terms.
- This document was presented to you prior to signing the retail installment sale contract and you consent to including all the above charges in the retail installment sale contract.

02/11/17

Date

Co-Buyer's Signature

USED VEHICLE DISCLOSURE

Buyer/Lessee Name(s) ("you") [REDACTED]			
Address: Street [REDACTED] HERMOA BEACH, CA [REDACTED]		City [REDACTED]	State [REDACTED] Zip [REDACTED]
Dealership ("Dealer," "us," "our") PALM SPRINGS KIA			
Year 2016	Make KIA	Model K900	VIN KNALU4D32G6 [REDACTED]

The undersigned buyer(s)/lessee(s) of the above described used motor Vehicle ("Vehicle") acknowledge the following disclosure of the Vehicle's prior history and/or use as known by us at the time of delivery. **THIS FORM SUPERSEDES ALL VERBAL COMMENTS REGARDING THE VEHICLE'S PRIOR HISTORY AND/OR USE.**

(Customer(s) initials)

- ☐ 1. Unregistered Factory Executive Vehicle (Warranty Commencement Date: _____)
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- ☐ 3. Dealer Service Vehicle
- ☐ 4. Dealer Loaner Vehicle
- ☐ 5. Registered Dealer Lease Vehicle
- ☐ 6. Other Dealer Registered Vehicle
- ☐ 7. Dealer Rental Vehicle
- ☐ 8. Other Rental Vehicle (e.g., Hertz, Budget, Enterprise, etc.)
- ☐ 9. Publicly Owned Vehicle (e.g., government agency)
- ☐ 10. Taxicab (includes limousines)
- ☐ 11. Transportation Network (Rideshare) Vehicle (e.g., Uber, Lyft, etc.)
- ☐ 12. Insurance Salvage Vehicle
- ☐ 13. Revived Salvage Vehicle
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- ☐ 16. **"Gross Polluter"** This Vehicle has been classified as a "Gross Polluter." The emissions system has been repaired and currently meets acceptable emission standards. State law requires the "Gross Polluter" designation to remain on the Vehicle's DMV record. State law also requires that this Vehicle's emissions be tested annually for up to five years by a California "Test-Only" facility. Annual test costs and the cost of necessary repairs to the emissions system are the responsibility of the Vehicle owner.
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Date

02/11/17

Customer's (co-buyer/co-lessee) Signature

Date

Dealer Representative's Signature



Kia Motors America, Inc.

Kia Consumer Affairs Information Request Form

Customer Information:

Vehicle Owner:	[Redacted]		
Vehicle Co-Owner (if applicable):	[Redacted]		
Mailing Address:	[Redacted]		
	Street Address	City	State
		Hermosa Beach	CA
Telephone:	[Redacted]	Telephone (Alt.):	[Redacted]
Fax: () -	[Redacted]	Email:	[Redacted]

Vehicle Information:

Model Year:	2016	Model:	KIA K900	Current Mileage:	3070
Selling Dealership, City, State:	Palm Springs KIA California				
Servicing Kia Dealership(s):					
Dealer 1:	KIA Downtown				
Dealer 2:					
Dealer 3:					
☐ I/We serviced our Kia vehicle at more than 3 separate dealerships					
Vehicle Purchased as	☐ New	☐ Used	☐ Demo	☐ Leased	☒ Kia Certified Pre-Owned
Purchase/Lease Date:	2-11-2017	Mileage at Purchase (if used):	2168		
First Repair Attempt Date:	3-28-2017	First Repair Attempt Mileage:	3061		
The vehicle has been in an accident/has had body damage: ☐ Yes ☒ No					
Date of accident/damage:	N/A				
Description of Damage:	N/A				

Vehicle Concerns (please list primary concerns first):

Description of Concern	Servicing Dealership(s)	Number of service visit(s) for this concern	Date(s) of service visit(s)	Mileage at service visit(s)	Number of days out of service
(1) Passenger Airbag will not deploy when medically needed	KIA Palm Springs	1	3/16/17	—	—
(2) Seat cushion is placed in seat.	KIA Fontana	1	3/28/17	3061	15
(3)					
(4)					
(5)					
(6)					
(7)					
(8)					
(9)					
(10)					
(11)					
(12)					
(13)					
(14)					
(15)					

WINDOW TINT PER DUE BILL - OK PER LARRY JOWERS

CHECK		VENDOR		VENDOR NAME		CHECK DATE	
INVOICE		INVOICE DATE	INVOICE AMOUNT	DISCOUNT	AMOUNT PAID	MEMO INFORMATION	
		3/16/2017	180.00	.00	180.00		
INVOICE TOTAL			180.00	DISCOUNT TOTAL	.00	PAID TOTAL	CUSTOMER NUMBER
REMITTANCE ADVICE			180.00	.00	180.00		

10407

B_MC_MEMO

PALM SPRINGS KIA
68-130 Kyle Road
Cathedral City, CA 92234



68-130 Kyle Road
Cathedral City, CA 92234
(760) 844-7200
Fax: (760) 844-7201
www.PalmSpringsKia.com

US BANK - OPERATING ACCOUNT

34-2271230

DATE	CHECK
3/16/2017	

AMOUNT
\$ 180.00

Pay One Hundred Eighty Dollars and no/Cents

TO
THE
ORDER
OF

HERMOSA BEACH, CA

WINDOW TINT PER DUE BILL - OK PER LARRY JOWERS

Permitt Masterford

Buyer Name and Address (Including County and Zip Code) HERMON BEACH, CA	Co-Buyer Name and Address (Including County and Zip Code) N/A N/A N/A	Seller-Creditor (Name and Address) PALM SPRINGS KIA 68-130 Kyle Road Cathedral City, CA 92234
---	---	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2016	KIA N900	2,168	KNALU4D32B5	☐ Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$2000.00 is \$52392.44 (e)
3.89 %	\$6,340.15 (e)	\$4052.29 (e)	\$50392.44 (e)	(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:		
Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
83	599.91	Monthly beginning 03/13/17
N/A	N/A	N/A
One final payment	599.91	02/13/24

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories \$38,849.00 (A)

1. Cash Price Vehicle \$38,849.00

2. Cash Price Accessories \$ N/A

3. Other (Nontaxable) \$ N/A

Describe N/A \$ N/A

Describe N/A \$ N/A

B. Document Processing Charge (not a governmental fee) \$ 80.00 (B)

C. Emissions Testing Charge (not a governmental fee) \$ N/A (C)

D. (Optional) Theft Deterrent Device(s)

1. (paid to) N/A \$ N/A (D1)

2. (paid to) N/A \$ N/A (D2)

3. (paid to) N/A \$ N/A (D3)

E. (Optional) Surface Protection Product(s)

1. (paid to) N/A \$ N/A (E1)

2. (paid to) N/A \$ N/A (E2)

F. EV Charging Station (paid to) N/A \$ N/A (F)

G. Sales Tax (on taxable items in A through F) \$3,405.29 (G)

H. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (paid to) \$ 29.00 (H)

I. (Optional) Service Contract(s)

1. (paid to) GREAT WESTERN WARRANTY \$2,550.00 (I1)

2. (paid to) MAINTENANCE \$ 320.00 (I2)

3. (paid to) N/A \$ N/A (I3)

4. (paid to) N/A \$ N/A (I4)

5. (paid to) N/A \$ N/A (I5)

J. Prior Credit or Lease Balance (e) paid by Seller to Vehicle 1 N/A Vehicle 2 N/A \$ N/A (J)
(see downpayment and trade-in calculation)

K. (Optional) Debt Cancellation Agreement \$ 795.00 (K)

L. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (L)

M. Other (paid to) N/A \$ N/A (M)

For N/A

N. Other (paid to) N/A \$ N/A (N)

For N/A

Total Cash Price (A through N) \$46,029.29 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees \$ N/A (A)

STATEMENT OF INSURANCE
NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance		Term	Premium
\$ N/A	Ded. Comp., Fire & Theft	N/A	\$ N/A
\$ N/A	Ded. Collision	N/A	\$ N/A
\$ N/A	Bodily Injury Limits	N/A	\$ N/A
\$ N/A	Property Damage Limits	N/A	\$ N/A
\$ N/A	Medical	N/A	\$ N/A
\$ N/A		N/A	\$ N/A
Total Vehicle Insurance Premiums			\$ N/A

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not

Buyer
Co-Buyer X
Seller X

OPTIONAL DEBT CANCELLATION AGREEMENT. A debt cancellation agreement is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy debt cancellation, the charge is shown in item 1K of the Itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. It is a part of this contract.

Term 84 Mos. US GAP
Debt Cancellation Agreement

I want to buy a
Buyer Signs X

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1I.

1. Company GREAT WESTERN WARRANTY
Term 84 Mos. or 100,000 Miles
2. Company MAINTENANCE
Term 36 Mos. or 36,000 Miles
3. Company
Term N/A Mos. or N/A Miles
4. Company N/A
Term N/A Mos. or N/A Miles
5. Company N/A
Term N/A Mos. or N/A Miles
6. Company N/A
Term N/A Mos. or N/A Miles

Buyer X

Trade-In Vehicle(s)

1. Vehicle 1
Year N/A Make N/A
Model N/A Odometer N/A
VIN N/A

a. Agreed Value of Property \$ N/A
b. Buyer/Co-Buyer Retained Trade Equity \$ N/A
c. Agreed Value of Property Being Traded-In (a-b) \$ N/A
d. Prior Credit or Lease Balance \$ N/A
e. Net Trade-In (c-d) (must be ≥ 0 for buyer/co-buyer to retain equity) \$ N/A

2. Vehicle 2
Year N/A Make N/A
Model N/A Odometer N/A
VIN N/A

a. Agreed Value of Property \$ N/A
b. Buyer/Co-Buyer Retained Trade Equity \$ N/A
c. Agreed Value of Property

CONTRACT CANCELLATION OPTION AGREEMENT

[Used Motor Vehicle Purchases Only]

Buyer Name and Address: ("Buyer" or "you") [REDACTED] HERMOA BEACH, CA [REDACTED]		Co-Buyer Name and Address: ("Co-Buyer" or "you") [REDACTED]	
Dealer Name and Address: ("Dealer", "we" or "us") PALM SPRINGS KIA 68-130 Kyle Road Cathedral City, CA 9223		Vehicle Delivery Date 02/11/17	Odometer Reading Reading at time of delivery 2,158
Vehicle Description: ("Vehicle")			
Year: 2016	Make: KIA	Model: K900	VIN: KNALU4D3268 [REDACTED]
Cancellation Option Purchase Price \$ 400		Cancellation Deadline 02/13/17 8 ☐ AM ☒ PM	
		Mileage Restriction (Must not be less than 250 miles) 250	
Standard Restocking Fee Schedule		Lessee Restocking Fee Schedule	
Vehicle Cash Price: \$5,000 or less: \$175.00 More than \$5,000 but less than \$10,000: \$350.00 \$10,000 or more: \$500.00		A. Excess Mileage: \$ 100 B. Unrepaired Damage: \$ 0 C. Excess Wear & Tear: \$ 0 D. Maximum Restocking Fee (A plus B plus C): \$ 100.00	
		Restocking Fee \$ 100.00	

DECLINE

(For use only when customer chooses NOT to purchase a contract cancellation option)

You were offered, but choose not to purchase a contract cancellation option. You understand that California law does not provide for a "cooling off" or other cancellation period for used vehicle purchases unless you obtain a contract cancellation option.

I DO NOT WANT TO PURCHASE A CONTRACT CANCELLATION OPTION.

[REDACTED]
Co-Buyer's Signature

ACCEPT

(For use only when customer chooses to purchase a contract cancellation option)

TERMS AND CONDITIONS

1. Cancellation Option and Purchase Price. Under the terms and conditions of this Contract Cancellation Option Agreement ("Agreement"), you agree to buy the option to cancel the retail installment sale contract or purchase order for the Cancellation Option Purchase Price shown above.

2. Cancellation Option Period. You agree that if you exercise the option to cancel the retail installment sale contract or purchase order, you must do so by the Cancellation Date/Time shown above. You may not cancel after the Cancellation Date/Time shown above. You may not cancel if, after the Vehicle Delivery Date, the Vehicle's mileage exceeds the Odometer Reading by the number of miles shown in the Mileage Restriction box above.

3. Restocking Fee. If you exercise the option to cancel the retail installment sale contract or purchase order, you agree to pay a Restocking Fee in the amount shown in the Restocking Fee box above. The restocking fee schedules above indicate the maximum charges that a dealer may collect in connection with this Agreement pursuant to Section 11713.21 of the California Vehicle Code. The Standard Restocking Fee Schedule above applies to all Buyers except for a Buyer who was a lessee of the Vehicle immediately preceding his or her purchase of the Vehicle ("Lessee"). If you were the Lessee, the Lessee Restocking Fee Schedule above applies to you and you understand that the maximum restocking fee is determined by taking the sum of: (1) the amount you would have been obligated to pay to the lessor, at time of lease termination for excess mileage, unrepaired damage, and excess wear and tear as specified in your lease agreement as if you had not purchased the Vehicle or this contract cancellation option, and (2) the maximum restocking fee as shown in the Standard Restocking Fee Schedule. The amount paid by you for the contract cancellation option shall be applied toward the restocking fee.

4. Exercising Your Cancellation Option. You understand that this cancellation option gives you the right to cancel the purchase of the Vehicle and obtain a full refund, less the Restocking Fee shown above. You understand that the right to cancel will apply only if, within the time shown above, you:

- Personally sign and deliver to us a written notice exercising the right to cancel. You may do so by returning a copy of this Agreement with the "Exercise of Option to Cancel and Return the Vehicle" section completed below;
- Pay the Restocking Fee shown above;
- Return your copies of this Agreement, the original retail installment sale contract or purchase order, all related documents, and all original vehicle titling and registration documents, if any;
- Execute any documents reasonably necessary to effectuate the cancellation and refund, and as reasonably required to comply with applicable law; and
- Return the Vehicle free of all liens and encumbrances other than the lien or encumbrance created by the retail installment sale contract or loan arranged by us or any purchase money loan obtained from a third party and in the same condition as when it was received except for reasonable wear and tear and any mechanical problems that become evident after the Vehicle Delivery Date shown above that were not caused by you.

5. Other Important Terms and Conditions. In addition to the above, there are equally important terms and conditions located on the reverse side of this Agreement.

By signing below, you acknowledge and agree to the terms and conditions of this Agreement (including those on the reverse side).

I WANT TO PURCHASE A CONTRACT CANCELLATION OPTION.

SELLER'S RIGHT TO CANCEL: If the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a buyer, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign

Buyer X _____ Co-Buyer X N/A

THE MINIMUM INSURANCE REQUIRED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT. WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE, CONTACT YOUR INSURANCE AGENT. IF YOU ARE NOT SURE YOU UNDERSTAND THESE PUBLIC LIABILITY TERMS AND CONDITIONS, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

S/S X _____ X N/A

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices should be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller agrees to make a unilateral change to the terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change to the terms unless you agree in writing to the change.

Buyer Signature X _____ Co-Buyer Signature X N/A

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars (\$40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X _____ Co-Buyer Signature X _____ Date N/A
Co-Buyers and Other Owners are responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address N/A

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing. Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date N/A Address N/A
Guarantor X _____ Date N/A Address N/A

Seller Signs _____ Date 02/11/17 By X _____ Title FIF

STATE OF CALIFORNIA - DEPARTMENT OF MOTOR VEHICLES VALIDATED REGISTRATION CARD

TYPE VEHICLE USE AUTOMOBILE	REGISTRATION VALID FROM 10/14/2016 TO 10/14/2017		LICENSE NUMBER [REDACTED]		TYPE 11	ENGINE NUMBER	
VEHICLE IDENTIFICATION NUMBER KNALU4D32G6 [REDACTED]		MAKE KIA	VLF CLASS KX	*YR 2017	YR MODEL 2016	TYPE VEH 120	DATE ISSUED 03/10/2017
BODY TYPE MODEL 4D	YEAR FIRST SOLD 2016	MP G	AXLE WC	UNLADEN/G/CGW		TOTAL FEES PAID \$ 23.00	CC/ALCO 19
STICKER ISSUED	PRIOR HISTORY		PIC 2	DATE FEES RECEIVED 03/10/2017		OFFICE/TECH ID/SEQ V88CK 0006	MISC/EQ NO

REGISTERED OWNER

[REDACTED]

HERMOSA BEACH CA [REDACTED]

LIENHOLDER

GOLDEN 1 CU
PO BX 15966

SACRAMENTO CA 95852



W 00000
R 00000
L 00000

[REDACTED]

PRIORITY MAIL ★

DATE OF DELIVERY SPECIFIED*

USPS TRACKING™ INCLUDED*

INSURANCE INCLUDED*

PICKUP AVAILABLE

* Domestic only

USED INTERNATIONALLY,
CUSTOMS DECLARATION
FORM MAY BE REQUIRED.

Expected Delivery Day: 06/05/2017

USPS TRACKING NUMBER



FROM:

W45
212

U. S. Dept of Transportation
National Highway Safety Administration
Office of Defects and Safety
100 N 5th Avenue Southwest, West Building
Washington DC, 20590

Company Name

To: W45- 212

Mailstop: 4 West

Department: NVS-220

Phone:

Purchase Order
(ItemVarName4)

Route



VISIT US AT US
ORDER FREE SUPPL

UNITED STATES
POSTAL SERVICE

1006



20590

POSTAGE
PAID
SAN FRANCISCO, CA
941406

JUN 02, 17
AMOUNT

\$6.65

R2305K136761-38

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