

JUN 12 2018

CL-11091624-6459

May 21, 2018

Jeffrey L. Koenig
Hecht Kleger & Damashek, P.C.
19 West 44th Street, Suite 1500
New York, New York 10036

Mr. Koenig:

I write as the owner of a 2012 Kia Optima Hybrid who just lost my car to catastrophic engine failure at 95,000 miles due to what the dealer described as "oil sludge." My car has been in and out of the service department at the dealership many times over the years for the SAME symptoms....unable to accelerate, engine bogged down, trouble idling down and stalling, engine knocking and surging, drive belts breaking, having to have battery replaced....hybrid system warning do not drive.. only to end up last October with the dealership telling me that I have "oil sludge" and a \$11,000 repair job. Never once in the years before when I took this car to the dealer for the EXACT same issue time after time, was I diagnosed with "oil sludge." They just kept repairing parts and sending me back out until the next time the symptom appeared. Then in October, when they could no longer fix any part, they had no other recourse than to tell me that I had "oil sludge", something I had apparently had all along but they hid from me. When I asked about the warranty covering this, I was told to submit all oil receipts. Though I maintained this car properly, I was having to chase down oil receipts. Since my car was driveable and I did not have the money for repairs, I had no other choice but to drive the car off the lot. I continued to get regularly scheduled oil changes hoping to make the car last until we could afford repairs. Unfortunately in May the car began to exhibit new symptoms...a loud revving I had never experienced and as I came to a stop a loud thud and boom as if I had been rear ended. It was frightening to say the least. I tried to get the car back to my home only to experience what I believe was an engine rod thrown that stopped my engine cold and damaged the oil pan. I was lucky to be able to pull off into a turn lane on a busy highway and get to safety to call a tow truck. This is obviously a very dangerous safety issue.

Once back at KIA I was told the same thing...oil sludge and an \$11,000 fix. This is when in all seriousness I began researching complaints associated with this vehicle. I lodged a complaint with the NHTSA and then came across your class action lawsuit. Your complaint describes in detail many of the things I experienced with my car over the years. After reading your complaint, I see that you have reserved the right to amend the class vehicles to include other models should

NM
6-19-18
W

information become available during the discovery phase of this matter. I am hoping that you will take a look at the many complaints lodged at the NHTSA website on the hybrid model, some of the repair orders I have included, and seek to include the hybrid model in the class. To my understanding it has the same 2.4L engine as the class vehicles and exhibits all the symptoms of the affected class. Needless to say KIA's total apathy and disregard for the safety of their customers in admitting that the engine is defective and dangerous is appalling.

Thank you for your time and consideration and good luck in your pursuit of this matter.

Sincerely,

A solid black rectangular box used to redact the signature of the sender.

/ls

Enclosures

cc: NHTSA (Complaint # 11091624 (w/ encl.)

Specifications, Consumer information, Reporting safety defects

ENGINE

Item	Gasoline (2.4)
Displacement	2369 cc (143.96 cu.in)
Bore x Stroke	88 x 97 mm (3.46 x 3.82 in.)
Firing order	1-3-4-2
No. of cylinders	4, In-line

CAPACITY/WEIGHT

Item	Gasoline (2.4)
Gross vehicle weight kg (lbs.)	A/T 2080 (4586)
Luggage volume / (cu ft)	280 (9.9)

BATTERY

Item	Hybrid
Battery pack voltage	270V
Cell voltage	3.75V
Cell and module configuration	72 cells (9 modules x 8 cells per module)
Battery system weight	42 kg (93 lbs.) (system)
Dimensions	54.4L (211*355*726)

Components powered by the battery pack

- Electric motor, Power cable, HSG, Inverter/LDC, A/C Compressor

AIR CONDITIONING

Refrigerant type	R - 134a
Compressor oil	PVE (Poly Vinyl Ether)

CUSTOMER #:



INVOICE

COURTESY KIA OF BRANDON
9205 E. Adamo Dr. - Tampa, FL 33619
(813) 865-1175
MV81655

SERVICE DEPARTMENT HOURS
7:30 a.m. to 7:00 p.m. Mon to Fri
8:00 a.m. to 6:00 p.m. Saturday

PAGE 1

RUSKIN, FL

HOME:

BUS:

SERVICE ADVISOR: 802279 Yariel Figueroa Or

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/OUT		TAG
	12	KIA OPTIMA		KNAGM4AD3C5			57518/57519		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
22DEC12 DE			17:00 31MAR16				VISA-MC	31MAR16	
R.O. OPENED		READY		OPTIONS: SOLD-STK:C5					
09:59 31MAR16		18:27 31MAR16							

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

A CUSTOMER STATES WHILE DRIVING GOT AN ERROR MESSAGE TO PULL OVER AND SHUT VEHICLE OFF. TOWING IT IN, CHECK ENGINE LIGHT ON. CHECK AND ADVISE

MISC CUSTOMER STATES WHILE DRIVING GOT AN ERROR MESSAGE TO PULL OVER AND SHUT VEHICLE OFF. CHECK ENGINE LIGHT ON. CHECK AND ADVISE

300385	CPC	1.50			175.09	175.09
1	25212-2G660 V-RIBBED BELT		45.00	45.00	45.00	
1	25212-2G652 V-RIBBED BELT		45.00	45.00	45.00	

PARTS: 90.00 LABOR: 175.09 OTHER: 0.00 TOTAL LINE A: 265.09
DRIVE BELTS CAME APART. REPLACED BOTH DRIVE BELTS. cleared codes and test drove. working as designed after.

B KCP2-MULTIPOINT INSPECTION

KCP2 KCP2-MULTIPOINT INSPECTION

300385	ISP	0.00				(N/C)
--------	-----	------	--	--	--	-------

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

C NO RECALLS OR CAMPAIGNS AT THIS TIME

CPWINR NO RECALLS OR CAMPAIGNS AT THIS TIME

300385	ISP	0.00				(N/C)
--------	-----	------	--	--	--	-------

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

D CUST STATES VEHICLE HESITATES TO MOVE. FEELS LIKE LOSS OF POWER

MISC CUST STATES VEHICLE HESITATES TO MOVE.

300385	CPC	0.00			0.00	0.00
--------	-----	------	--	--	------	------

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

RELATED TO LINE A

E SERVICE WASH AND VAC

DR2 SERVICE WASH AND VAC

801416	ICOMP	0.50				(N/C)
--------	-------	------	--	--	--	-------

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718) and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENT	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

REMIT TO: 445 Atlanta South Pkwy, Suite 135
College Park, GA 30349



PAGE 2

HOME:

BUS:

SERVICE ADVISOR: 802279 Yariel Figueroa Or

COLOR			YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
			12	KIA OPTIMA	KNAGM4AD3C5		57518/57519	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
22DEC12	DD		17:00 31MAR16				VISA-MC	31MAR16
R.O. OPENED		READY		OPTIONS:		SOLD-STK: C5		

09:59 31MAR16	18:27 31MAR16
---------------	---------------

LINE	OPCODE	TECH	TYPE	HOURS
0001	0000	0000	0000	0000
0002	0000	0000	0000	0000
0003	0000	0000	0000	0000
0004	0000	0000	0000	0000
0005	0000	0000	0000	0000
0006	0000	0000	0000	0000
0007	0000	0000	0000	0000
0008	0000	0000	0000	0000
0009	0000	0000	0000	0000
0010	0000	0000	0000	0000
0011	0000	0000	0000	0000
0012	0000	0000	0000	0000
0013	0000	0000	0000	0000
0014	0000	0000	0000	0000
0015	0000	0000	0000	0000
0016	0000	0000	0000	0000
0017	0000	0000	0000	0000
0018	0000	0000	0000	0000
0019	0000	0000	0000	0000
0020	0000	0000	0000	0000
0021	0000	0000	0000	0000
0022	0000	0000	0000	0000
0023	0000	0000	0000	0000
0024	0000	0000	0000	0000
0025	0000	0000	0000	0000
0026	0000	0000	0000	0000
0027	0000	0000	0000	0000
0028	0000	0000	0000	0000
0029	0000	0000	0000	0000
0030	0000	0000	0000	0000
0031	0000	0000	0000	0000
0032	0000	0000	0000	0000
0033	0000	0000	0000	0000
0034	0000	0000	0000	0000
0035	0000	0000	0000	0000
0036	0000	0000	0000	0000
0037	0000	0000	0000	0000
0038	0000	0000	0000	0000
0039	0000	0000	0000	0000
0040	0000	0000	0000	0000
0041	0000	0000	0000	0000
0042	0000	0000	0000	0000
0043	0000	0000	0000	0000
0044	0000	0000	0000	0000
0045	0000	0000	0000	0000
0046	0000	0000	0000	0000
0047	0000	0000	0000	0000
0048	0000	0000	0000	0000
0049	0000	0000	0000	0000
0050	0000	0000	0000	0000
0051	0000	0000	0000	0000
0052	0000	0000	0000	0000
0053	0000	0000	0000	0000
0054	0000	0000	0000	0000
0055	0000	0000	0000	0000
0056	0000	0000	0000	0000
0057	0000	0000	0000	0000
0058	0000	0000	0000	0000
0059	0000	0000	0000	0000
0060	0000	0000	0000	0000
0061	0000	0000	0000	0000
0062	0000	0000	0000	0000
0063	0000	0000	0000	0000
0064	0000	0000	0000	0000
0065	0000	0000	0000	0000
0066	0000	0000	0000	0000
0067	0000	0000	0000	0000
0068	0000	0000	0000	0000
0069	0000	0000	0000	0000
0070	0000	0000	0000	0000
0071	0000	0000	0000	0

LIST	NET	TOTAL
1	100	100
2	100	100
3	100	100
4	100	100
5	100	100
6	100	100
7	100	100
8	100	100
9	100	100
10	100	100
11	100	100
12	100	100
13	100	100
14	100	100
15	100	100
16	100	100
17	100	100
18	100	100
19	100	100
20	100	100
21	100	100
22	100	100
23	100	100
24	100	100
25	100	100
26	100	100
27	100	100
28	100	100
29	100	100
30	100	100
31	100	100
32	100	100
33	100	100
34	100	100
35	100	100
36	100	100
37	100	100
38	100	100
39	100	100
40	100	100
41	100	100
42	100	100
43	100	100
44	100	100
45	100	100
46	100	100
47	100	100
48	100	100
49	100	100
50	100	100
51	100	100
52	100	100
53	100	100
54	100	100
55	100	100
56	100	100
57	100	100
58	100	100
59	100	100
60	100	100
61	100	100
62	100	100
63	100	100
64	100	100
65	100	100
66	100	100
67	100	100
68	100	100
69	100	100
70	100	100
71	100	100
72	100	100
73	100	100
74	100	100
75	100	100
76	100	100
77	100	100
78	100	100
79	100	100
80	100	100
81	100	100
82	100	100
83	100	100
84	100	100
85	100	100
86	100	100
87	100	100
88	100	100
89	100	100
90	100	100
91	100	100
92	100	100
93	100	100
94	100	100
95	100	100
96	100	100
97	100	100
98	100	100
99	100	100
100	100	100

*** FOUR WHEEL ALIGNMENT \$59.95 SPECIAL

ALIGN4FA5995 FOUR WHEEL ALIGNMENT \$59.95 SPECIAL

300385 CPM 1.20

59.95 59.95

PARTS:	0.00	LABOR:	59.95	OTHER:	0.00	TOTAL LINE F:	59.95
--------	------	--------	-------	--------	------	---------------	-------

completed

G** THROTTLE BODY SOLVENT WASH SERVICE

CAUSE: cleaned out carbon build up from intake / throttle body

VPS030 THROTTLE BODY SOLVENT WASH SERVICE

300385 CPM 0.60

57.26 57.26

1 VP072 THROTTLE BODY CLEANER

2.69	2.69	2.69
------	------	------

PARTS:	2.69	LABOR:	57.26	OTHER:	0.00	TOTAL LINE G:	59.95
--------	------	--------	-------	--------	------	---------------	-------

completed.

EST: 146.49

31MAR16 13:08 SA: 802279

SHOP SUPPLIES / HAZARDOUS WASTE REMOVAL

35.00

KIA MOTORS

STATE

25.20

STATE

4.20

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*** SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order. This charge represents costs and fees for the motor vehicle repair facility for the purchase of shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.718).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	292.30
PARTS AMOUNT	92.69
ADJUSTMENT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	35.00
TOTAL CHARGES	419.99
LESS INSURANCE	0.00
SALES TAX	29.40
PLEASE PAY THIS AMOUNT	449.39

DATE _____

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

**PLEASE PAY
THIS AMOUNT**

449.39

DATE: 07/20/2006 ADP (10/10) SERVICE INVOICE TYPE 2 - MISC - "UNITED WARRANTY" - FLORIDA - 060000

CUSTOMER COPY

REMIT TO: 445 Atlanta South Pkwy, Suite 135
College Park, GA 30349

CUSTOMER #:



INVOICE

COURTESY KIA OF BRANDON
 9205 E. Adamo Dr., Tampa, FL 33619
 (813) 866-1176
 MV81665

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 7:00 p.m. Mon to Fri
 8:00 a.m. to 5:00 p.m. Saturday

RUSKIN, FL

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 807350 JOHN GIOVANETTI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	KIA OPTIMA	KNAGM4AD3C5		70016/70018		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC12 DE			17:00 02DEC16			CASH	02DEC16
R.O. OPENED		READY	OPTIONS:	SOLD-STK: C5			

08:47 30NOV16 16:54 02DEC16

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A RECALLCS1604 Cust. Satisfaction CS1604 MDPS FLEXIBLE COUPLING

CAUSE: column knocking

RECALL RECALLCS1604 Cust. Satisfaction CS1604

MDPS FLEXIBLE COUPLING

807773 W 0.00

1 56315-2K000FFF FLEXIBLE COUPLING

(N/C)

(N/C)

FC:

PART#: 49130-2B000

COUNT: 0

CLAIM TYPE: V

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 replaced coupling per tsb

B C/S THAT CHECK ENGINE LIGHT IS ON, ENGINE IS SURGING, NOT
 ACCELERATING, MESSAGE ON DASH SAYS DO NOT DRIVE--OK DIAGNOSIS
 MISC C/S THAT CHECK ENGINE LIGHT IS ON, ENGINE IS
 SURGING, NOT ACCELERATING, MESSAGE ON DASH
 SAYS DO NOT DRIVE--OK DIAGNOSIS

807773 CDED 0.00

1 25281-2G652 TENSIONER ASSY-RIBBE

241.58 241.58 241.58

SUBL enterprise PO#

ILOAN

(N/C)

PARTS: 241.58 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 241.58
 replace 2 belts and tensioner

C SERVICE WASH AND VAC

DR2 SERVICE WASH AND VAC

807904ICOMP 0.50

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

(N/C)

D** PARTS NOT CHARGED TO CUSTOMER

MISC PARTS NOT CHARGED TO CUSTOMER

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE
 DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF
 THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and
 authorized the Dealership to perform the services/repairs itemized
 in this invoice and that you received for had the opportunity to
 inspect any replaced parts as requested by you. The vehicle is
 being returned to you in exchange for your payment of the Amount
 Due.

*SHOP SUPPLY COSTS: We have
 added a charge equal to 15% of the
 total cost of labor and parts, not to
 exceed \$50.00, to the Repair Order.
 This charge represents costs and
 profits to the motor vehicle repair
 facility for miscellaneous shop
 supplies and waste disposal. The
 State of Florida requires a \$1.00 fee
 to be collected for each new tire sold
 in the state (s.403.718), and a
 \$1.50 fee to be collected for each
 new or remanufactured battery sold
 in the state (s.403.7185).
 ALL PARTS ARE NEW UNLESS
 OTHERWISE INDICATED.

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	DESCRIPTION	TOTALS
			LABOR AMOUNT	
			PARTS AMOUNT	
			ADJUSTMENT	
			SUBLET AMOUNT	
			MISC. CHARGES *	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

REMIT TO: 445 Atlanta South Pkwy, Suite 135
 College Park, GA 30349

CUSTOMER #:



INVOICE

COURTESY KIA OF BRANDON
 9205 E. Adamo Dr. • Tampa, FL 33619
 (813) 886-1176
 MV81866

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 7:00 p.m. Mon to Fri
 8:00 a.m. to 5:00 p.m. Saturday

RUSKIN, FL

PAGE 2

HOME:

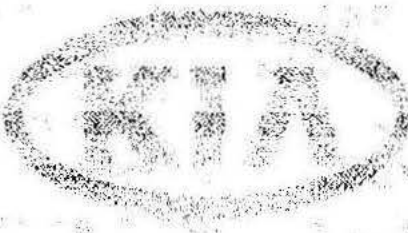
BUS:

SERVICE ADVISOR: 807350 JOHN GIOVANETTI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	KIA OPTIMA	KNAGM4AD3C5		70016/70018		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC12 DD			17:00 02DEC16			CASH	02DEC16
R.O. OPENED		READY	OPTIONS:		SOLD-STK:C5		

08:47 30NOV16 16:54 02DEC16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	807773	ISP		1.00			(N/C)
1	25212-2G660	V-RIBBED	BELT				(N/C)
1	25212-2G652	V-RIBBED	BELT				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00



KIA MOTORS

STATE
STATE14.49
2.42

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	241.58
ADJUSTMENT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	241.58
LESS INSURANCE	0.00
SALES TAX	16.91
PLEASE PAY THIS AMOUNT	258.49

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

REMIT TO: 445 Atlanta South Pkwy, Suite 135
 College Park, GA 30349

CUSTOMER #:



INVOICE

COURTESY KIA OF BRANDON
9205 E. Adamo Dr. - Tampa, FL 33619
(813) 885-1175
MV81655

SERVICE DEPARTMENT HOURS
7:30 a.m. to 7:00 p.m. Mon to Fri
8:00 a.m. to 6:00 p.m. Saturday

RUSKIN, FL

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 807350 JOHN GIOVANETTI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	12	KIA OPTIMA	KNAGM4AD3C5		70016/70018		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC12	DD		17:00 02DEC16			VISA-MC	02DEC16
R.O. OPENED		READY	OPTIONS: SOLD-STK:C5				

08:47 30NOV16 17:49 02DEC16

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A C/S THAT CHECK ENGINE LIGHT IS ON, ENGINE IS SURGING, NOT

ACCELERATING, MESSAGE ON DASH SAYS DO NOT DRIVE--OK DIAGNOSIS

MISC C/S THAT CHECK ENGINE LIGHT IS ON, ENGINE IS

SURGING, NOT ACCELERATING, MESSAGE ON DASH

SAYS DO NOT DRIVE--OK DIAGNOSIS

807773 CDED 0.00

0.00 0.00

1 25281-2G652 TENSIONER ASSY-RIBBE

241.58 241.58 241.58

SUBL enterprise PO#

ILOAN

(N/C)

PARTS: 241.58 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 241.58

replace 2 belts and tensioner

B SERVICE WASH AND VAC

DR2 SERVICE WASH AND VAC

807904ICOMP 0.50

(N/C)

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

C** PARTS NOT CHARGED TO CUSTOMER

MISC PARTS NOT CHARGED TO CUSTOMER

807773 ISP 1.00

(N/C)

1 25212-2G660 V-RIBBED BELT

(N/C)

1 25212-2G652 V-RIBBED BELT

(N/C)

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

STATE

14.49

STATE

2.42

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.716), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.718).

ALL PARTS ARE NEW UNLESS

OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	241.58
ADJUSTMENT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES*	0.00
TOTAL CHARGES	241.58
LESS INSURANCE	0.00
SALES TAX	16.91
PLEASE PAY THIS AMOUNT	258.49

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

REMIT TO: 445 Atlanta South Pkwy, Suite 135
College Park, GA 30349

CUSTOMER #:



INVOICE

COURTESY KIA OF BRANDON

9205 E. Adamo Dr. - Tampa, FL 33619

(813) 886-1175

MV81655

SERVICE DEPARTMENT HOURS

7:30 a.m. to 7:00 p.m. Mon to Fri

8:00 a.m. to 6:00 p.m. Saturday

PAGE 1

RUSKIN, PL

HOME:

BUS:

SERVICE ADVISOR: 807350 JOHN GIOVANETTI

SERVICE ADVISOR: 09/25/12 09:11 AM 12/12/12							
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	KIA OPTIMA	KNAGM4AD3C5		70016/70018		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC12 DL			17:00 02DEC16			CASH	05DEC16
R.O. OPENED		READY	OPTIONS: SOLD-STK:C5				

08:47 30NOV16 12:44 05DEC16

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A RECALL CS1604 Cust. Satisfaction CS1604 MDPS FLEXIBLE COUPLING

CAUSE: column knocking

160081R0 CS1604 FLEXIBLE COUPLING

807773 W 0.80

(N/C)

1 56315-2K000FFF FLEXIBLE COUPLING

(N/C)

FC:

PART#: 49130-2B000

COUNT: 0

CLAIM TYPE: V

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
replaced coupling per tsb

B Moved to: Line: A

999 Moved to: Line: A

999 ISP 0.00

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

C Moved to: Line: B

999 Moved to: Line: B

999 ISP 0.00

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

D Moved to: Line: C

999 Moved to: Line: C

999 ISP 0.00

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

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO# ***

B Moved to: Line: A

C Moved to: Line: B

D Moved to: Line: C

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (\$403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (\$403.718).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
ADJUSTMENT	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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



INVOICE

COURTESY KIA OF BRANDON
9205 E. Adamo Dr. - Tampa, FL 33619
(813) 865-1175
MV81655

SERVICE DEPARTMENT HOURS
7:30 a.m. to 7:00 p.m. Mon to Fri
8:00 a.m. to 6:00 p.m. Saturday

PAGE 1

RUSKIN, FL

HOME:

BUS:

SERVICE ADVISOR: 802385 TRAVIS RAYMOND GEN

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN/OUT	TAG
	12	KIA OPTIMA	KNAGM4AD3C5			70353/70353	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC12 DD			17:00 09DEC16			CASH	22DEC16
R.O. OPENED		READY	OPTIONS: SOLD-STK: C5				

07:37 09DEC16 13:00 22DEC16

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

A C/S AFTER PREVIOUS REPAIR, VEHICLE IS STILL BOGGING DOWN AND STALLING
AT LOW SPEED. CHECK AND ADVISE.

MA001 C/S AFTER PREVIOUS REPAIR, VEHICLE IS STILL
BOGGING DOWN AND STALLING AT LOW SPEED.
CHECK AND ADVISE.

807773 ISP 0.00

1 39210-2G100 SENSOR ASSY-OXYGEN (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00
replaced upper O2 sensor

B SERVICE WASH AND VAC
DR2 SERVICE WASH AND VAC
807904ICOMP 0.50

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

C** KIA LOANER CAR
KLOAN KIA LOANER CAR
999ILOAN 0.00

SUBL RENTAL PO# ILOAN (N/C)

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

INTERNAL

**WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE
DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF
THIS REPAIR INVOICE.**

By signing below, you acknowledge that you were notified of and
authorized the Dealership to perform the services/repairs itemized
in this invoice and that you received (or had the opportunity to
inspect) any replaced parts as requested by you. The vehicle is
being returned to you in exchange for your payment of the Amount
Due.

*SHOP SUPPLY COSTS: We have
added a charge equal to 15% of the
total cost of labor and parts, not to
exceed \$50.00, to the Repair Order.
This charge represents costs and
profits to the motor vehicle repair
facility for miscellaneous shop
supplies and waste disposal. The
State of Florida requires a \$1.00 fee
to be collected for each new line sold
in the state (s.403.718), and a
\$1.50 fee to be collected for each
new or remanufactured battery sold
in the state (s.403.7165).

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
ADJUSTMENT	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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



INVOICE

COURTESY KIA OF BRANDON
9205 E. Adamo Dr. - Tampa, FL 33618
(813) 865-1175
MV61855

SERVICE DEPARTMENT HOURS
7:30 a.m. to 7:00 p.m. Mon to Fri
8:00 a.m. to 6:00 p.m. Saturday

RUSKIN, FL

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 808136 Jenny Isabel Monje

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	KIA OPTIMA	KNAGM4AD3C5		85357/85357		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC12 DE			19:00 11OCT17			VISA-MC	11OCT17
R.O. OPENED	READY	OPTIONS:	SOLD-STK:C5				

07:23 11OCT17 17:55 11OCT17

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

D C/S CAR IS RUNNING ROUGH

MA001 APPROVED FULL DIAG 99.99

802900 CPC 1.00

99.99

99.99

PARTS: 0.00 LABOR: 99.99 OTHER: 0.00

TOTAL LINE D: 99.99

RECOMM WORK CUSTOMER DECLINED AT THIS TIME

E C/S HAVING PROBLEM TO ACCELERATE

MISC C/S HAVING PROBLEM TO ACCELERATE

802900 CPC 0.00

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE E: 0.00

F C/S CAR HAS PROBLEMS IDLING DOWN

MISC C/S CAR HAS PROBLEMS IDLING DOWN

802900 CPC 0.00

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE F: 0.00

G KCP2-MULTIPOINT INSPECTION

KCP2-MULTIPOINT INSPECTION

802900 ISP 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE G: 0.00

H SERVICE WASH AND VAC

DR2 SERVICE WASH AND VAC

999ICOMP 0.50

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE H: 0.00

SHOP SUPPLIES / HAZARDOUS WASTE REMOVAL

10.00

CALL CENTER APPT

STATE

6.60

STATE

1.10

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

* SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718) and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	99.99
PARTS AMOUNT	0.00
ADJUSTMENT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	10.00
TOTAL CHARGES	109.99
LESS INSURANCE	0.00
SALES TAX	7.70

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

PLEASE PAY

THIS AMOUNT 117.69

REMIT TO: 445 Atlanta South Pkwy, Suite 135
College Park, GA 30349

CUSTOMER #:

COURTESY
AUTOGROUPCOURTESY KIA OF BRANDON
9205 E. Adamo Dr. Tampa, FL 33619
(813) 865-1176
MV81866SERVICE DEPARTMENT HOURS
7:30 a.m. to 7:00 p.m. Mon to Fri
8:00 a.m. to 5:00 p.m. Saturday

INVOICE

PAGE 1

SERVICE ADVISOR: 802279 YARIEL FIGUEROA OR

RUSKIN, [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]CONT: [REDACTED]
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	KIA OPTIMA	KNAGM4AD3C5		94876/94876	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
22DEC12 DE			17:00 30APR18			VISA-MC
R.O. OPENED	READY	OPTIONS:	SOLD-STK	C5		

08:02 30APR18 13:35 11MAY18

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A C/S: ENGINE RUNNING VERY ROUGHT AND STALLING OUT, LOUD KNOCKING
SOUND. TOWED INCAUSE: KIA TECHLINE ASKED FOR OIL CHANGE RECORDS, UNABLE TO PROVIDE.
CLAIM DECLINEDDIAGA ADVANCED DIAGNOSTIC CHARGE, CUSTOMER
DECLINE ENGINE REPLACEMENT.

807871 CPSC 1.00

99.95

99.95

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

Engine Rebuild/Replace: Engine is sludged. Discontinued long block
short block available
priced out cylinder head as well \$1,0484.22B C/S: CHECK ENGINE LIGHT IS ON
DECLI CUSTOMER DECLINED RECOMMENDED SERVICE

807871 ISP 0.00

(N/C)

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

O2 Sensor - Front: Bank 1 sensor 1 and 2 305.00

C C/S: HYBRID BATTERY LOW ERROR MESSAGE

MA001 C/S: HYBRID BATTERY LOW ERROR MESSAGE

807871 ISP 0.00

(N/C)

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

SEE LINE # A NEEDS NEW ENGINE

D KCP2-MULTIPOINT INSPECTION

KCP2 KCP2-MULTIPOINT INSPECTION

807871 ISP 0.00

(N/C)

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

E NO RECALLS OR CAMPAIGNS AT THIS TIME

CPWINR NO RECALLS OR CAMPAIGNS AT THIS TIME

807871 ISP 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE
DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF
THIS REPAIR INVOICE.By signing below, you acknowledge that you were notified of and
authorized the Dealership to perform the services/repairs itemized
in this invoice and that you received (or had the opportunity to
inspect) any replaced parts as requested by you. The vehicle is
being returned to you in exchange for your payment of the Amount
Due.*SHOP SUPPLY COSTS: We have
added a charge equal to 15% of the
total cost of labor and parts, not to
exceed \$50.00, to the Repair Order.
This charge represents costs and
profits to the motor vehicle repair
facility for miscellaneous shop
supplies and waste disposal. The
State of Florida requires a \$1.00 fee
to be collected for each new tire sold
in the state (s.403.718), and a
\$1.50 fee to be collected for each
new or remanufactured battery sold
in the state (s.403.7185).ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENT	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

REMIT TO: 445 Atlanta South Pkwy, Suite 135
College Park, GA 30349

CUSTOMER #:

COURTESY
AUTOGROUP

INVOICE

COURTESY KIA OF BRANDON
9205 E. Adamo Dr. • Tampa, FL 33619
(813) 888-1176
MV818665SERVICE DEPARTMENT HOURS
7:30 a.m. to 7:00 p.m. Mon to Fri
8:00 a.m. to 6:00 p.m. Saturday

PAGE 2

RUSKIN, FL

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 802279 YARIEL FIGUEROA OR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	KIA OPTIMA	KNAGM4AD3C5		94876/94876		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC12 DD			17:00 30APR18			VISA-MC	11MAY18
R.O. OPENED		READY	OPTIONS: SOLD-STK: C5				

08:02 30APR18 13:35 11MAY18

LINE OPCODE TECH TYPE HOURS

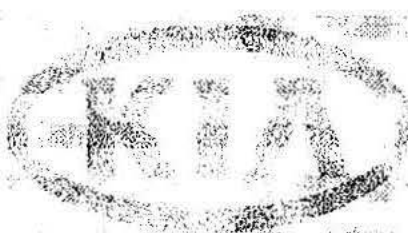
F SERVICE WASH AND VAC

DR2 SERVICE WASH AND VAC

807816ICOMP 0.50

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

LAURA STILLWELL 8139564877

**KIA MOTORS****WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.**

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.00 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	99.95
PARTS AMOUNT	0.00
ADJUSTMENT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	99.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	99.95

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

REMIT TO: 445 Atlanta South Pkwy, Suite 135
College Park, GA 30349

Ruskin, FL

PM

2 MAY
2018

US MAIL
FIRST CLASS

PITNEY BOWES
908-404-2278
1-33502

SendPro

NHTSA
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590