

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Vehicle Owner's Questionnaire - 11328345
Date: Friday, July 24, 2020 8:06:42 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, July 23, 2020 6:43 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Fwd: Vehicle Owner's Questionnaire - 11328345

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello [REDACTED],

- As requested, we have provided the questionnaire, receipts of maintenance, communication from the mechanic & detailed letter of the experience.
- As you will see, we crossed a line through my name as [REDACTED] is the primary owner of the vehicle.
- If you have any further questions feel free to contact me at [REDACTED].
- I have also copied [REDACTED] on this email for reference purposes so we can be in the know of the details of following steps.

Regards,

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: July 23, 2020 at 2:07:29 PM CDT
To: '[REDACTED]' <[REDACTED]>
Subject: Vehicle Owner's Questionnaire - 11328345

Good Afternoon,

Attached is a copy of your Vehicle Owner's Questionnaire.

Best,

[REDACTED]

Document Analyst II
CyberBahn Federal Solutions, LLC
On assignment at U.S. Department of Transportation
National Highway Traffic Safety Administration
Work E-mail: d.langhorne.ctr@dot.gov
Office: 202-366-0466

--

Thank you for your efforts to enhance the guest experience!

[REDACTED]




This e-mail and any files transmitted with it are private and confidential and are solely for the use of the addressee. It may contain material which is legally privileged. If you are not the person responsible for delivering to the addressee, be advised that you have received the e-mail in error and that any use of it is strictly prohibited.

While driving on 6/6/2020 at 60 MPH, the vehicle then revved and RMP jumped to 6 RPM, oil light began flashing and vehicle stalled with out warning. I then restarted the vehicle however, there was an abnormal sound coming from the engine. The vehicle was towed to Benny Boyd Lampasas Chrysler Dodge Jeep Ram Located at 601 N. Key Ave, Lampasas, Tx 76550, and I was informed by that the engine needed to be replaced due to bearing wear within the engine. The engine was not repaired.

VIN- KNDPC3A27D7 [REDACTED]

Failure Mileage- 127,077

 U.S. Department of Transportation National Highway Traffic Safety Administration	DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
	Name <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		Date Received 11-JUN-2020	Repository <input type="checkbox"/>
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		
City HORSESHOE BAY	State TX	Zip Code		
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>				
VEHICLE INFORMATION				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KNDP3A27D		Make KIA	Model SPORTAGE	Model Year 2013
Date Purchased 8/1/2017	Dealer's Name and Telephone Number Benny Boyd (512) 991-1164		Engine: 2.4 Liter No. Cylinders 4cyl	Fuel Type: Regular
Original Owner <input type="checkbox"/>	Dealer's City Lampasas	State TX	Zip Code 76550	
Transmission Type Auto, 6 Speed	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 2WD	Multiple Failure: Engine bearing Failure	Incident Date(s) 06-JUN-2020
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 060000 ENGINE (PWS)			Failure Mileage 100000 227,077	Failure Speed 70 60
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE				
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code			Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE				
Make:		Date Manufactured:	Model No./Name:	
Seat Type:		Installation System:		
Child Seat Component Code:		Failed Part:		
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).				
TL* THE CONTACT OWNS A 2013 KIA SPORTAGE. THE CONTACT STATED THAT WHILE DRIVING 70 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT RESTARTED THE VEHICLE HOWEVER, THERE WAS AN ABNORMAL SOUND COMING FROM THE ENGINE. THE VEHICLE WAS TOWED TO BENNY BOYD LAMPASAS CHRYSLER DODGE JEEP RAM LOCATED AT 601 N. KEY AVE, LAMPASAS, TX 76550, AND THE CONTACT WAS INFORMED THAT THE ENGINE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT LINKED THE FAILURE TO NHTSA CAMPAIGN NUMBER: 17V224000 (ENGINE AND ENGINE COOLING) HOWEVER, THE VIN WAS NOT INCLUDED. THE FAILURE MILEAGE WAS APPROXIMATELY 100,000.				
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY.	
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.				



[REDACTED]

Fwd: RECORDS [REDACTED]

1 message

[REDACTED]

Thu, Jul 23, 2020 at 4:58 PM

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: July 23, 2020 at 4:55:09 PM CDT
To: [REDACTED]
Subject: Fwd: [REDACTED]

Begin forwarded message:

From: Chris Baker - Lampasas <cbaker@bennyboyd.com>
Date: July 23, 2020 at 4:23:07 PM CDT
To: [REDACTED]
Subject: RECORDS [REDACTED]

Hello,

Please see attached for service oil change records as requested.

On Jun 11,2020 we diagnosed the Kia Sportage and found that the engine was making excessive amounts of noise, that appear to be internal bearing failure. Tear down would have to be performed to verify what specifically has failed internally.

Thank you,

Chris Baker
Service Director
Benny Boyd CDJR
601 North Key Ave
Lampasas, TX 76550
512.556.4882

4 attachments

Outlook-0a1djels.png
17K

[REDACTED]



Customer Number [REDACTED]

Invoice No: [REDACTED]

BENNY BOYD C-D-J-R

INVOICE



601 N. KEY
LAMPASAS, TEXAS 76550
Phone: (512) 556-4880
1-800-760-4880
FAX: (512) 556-5044

Page 1 of 1

COPPERAS COVE TX

Home: [REDACTED] Bus: [REDACTED]
Email: [REDACTED]

Cell: [REDACTED]

SERVICE ADVISOR: 852 MICHEAL HAVENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	13	KIA SPORTAGE	KNDPC3A27D7 [REDACTED]		127077 / 127077	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG17			17:00 11JUN20		0.00	CASH	30JUN20
R.O. OPENED	READY	OPTIONS: SOLD-STK:D7 [REDACTED] DLR: [REDACTED] TRN:AUTO 1)80117 LEW CC					
07:52 11JUN20	07:49 30JUN20						

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

A CUSTOMER STATES RPMS WILL REV TO 4K WHILE DRIVING AND VEHICLE WILL NOT GO OVER 60MPH-- NO CEL HAS COME ON
 00 NEEDS ENGINE ASSYB- CUSTOMER HAS STARTED CLAIM WITH NHTSB AS TO WHY THERE IS NOT A RECALL

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

B CUSTOMER STATES PERFORM 23-POINT VEHICLE CHECKUP---PARKED LUG NUTS TORQUED INITIALED
 23P MULTI POINT

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

C CUSTOMER STATES TEXT ENROLLMENT OPT-IN
 TEXT TEXT

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

WSA-A137C08A Contact Mobile

AT BENNY BOYDS FIVE STAR SUPERSTORE, OUR #1 CONCERN IS YOUR COMPLETE SATISFACTION WITH YOUR ENTIRE SERVICE EXPERIENCE. YOUR INITIALS BELOW ARE AN ACKNOWLEDGEMENT THAT WE HAVE EXPLAINED THE REPAIRS MADE TO YOUR VEHICLE TO YOUR SATISFACTION.
 CHRIS BAKER / SERVICE MANAGER

<p>WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.</p> <p>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform 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.</p>	<p>*SHOP SUPPLY COSTS: We have added a charge equal to 8% of the total cost of labor, not to exceed \$40.00, to the Repair Order for shop supplies used in connection with this repair.</p>	DESCRIPTION	TOTALS
		LABOR AMOUNT	\$ 0.00
		PARTS AMOUNT	\$ 0.00
		GAS, OIL, LUBE	\$ 0.00
		SUBLET AMOUNT	\$ 0.00
		MISC. CHARGES *	\$ 0.00
		TOTAL CHARGES	\$ 0.00
		LESS INSURANCE	\$ 0.00
		SALES TAX	\$ 0.00
		PLEASE PAY THIS AMOUNT	\$ 0.00

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE §. 70.001: The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with §. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

2013 Kia Truck Sportage 2WD L4-2.4L
 Vehicle > Engine, Cooling and Exhaust > Engine

PARTS AND LABOR

Parts	OEM PART #	PRICE
Engine Assembly		
Engine	147X12GH00R	3410.00
Short Block		
Short Block	256Y22GH00BR	1461.70
<i>Includes: Block, Pistons, Connecting Rod, Crankshaft.</i>		
Overhaul Gasket Set		
Overhaul Gasket Set	209102GN01	283.66
Valve Grind Gasket Kit		
Valve Grind Gasket Kit	209202GL01	287.75
Labor	SKILL	WARRANTY STANDARD
Diagnose/Test		
Oil Leak, Diagnosis	B	0.0 1.0
Replace		
Complete Assembly Without Transfer Of Parts	B	0.0 8.4
<i>Does Not Include: Transfer Of Any Part Of Engine Or Replacement Of Optional Equipment.</i>		
Complete Assembly Without Transfer Of Parts		
<i>NOTE (Optional Labor)</i>		
With Auto Trans, Add	B	0.0 0.6
With AWD, Add	B	0.0 0.5
Complete Assembly With Transfer Of Parts	B	0.0 11.4
<i>Includes: Transfer Of All Fuel & Electrical Units. Does Not Include: Transfer Of Optional Equipmen:</i>		

NOTE (Optional Labor)

With Auto Trans, Add B 0.0 0.6

With AWD, Add B 0.0 0.5

Long Block B 0.0 14.9

Includes: R&I Engine And Replacement Of All Necessary Components.

Long Block

NOTE (Optional Labor)

With Auto Trans, Add B 0.0 0.6

With AWD, Add B 0.0 0.5

Short Block A 0.0 16.9

Includes: R&I Engine And Replacement Of All Necessary Components.

Short Block

NOTE (Optional Labor)

With Auto Trans, Add A 0.0 0.6

With AWD, Add A 0.0 0.5

To Grind Valves, Add

All Cylinders A 0.0 5.0

Overhaul/Rebuild

Engine, Overhaul A 0.0 24.9

Includes: Disassemble & Clean Engine, Ridge Ream & Hone Cylinders, Fit Pistons, Rings, Pins, Main & Rod Bearings, Grind Valves & Tune-Up.

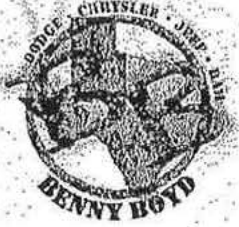
NOTE (Optional Labor)

With Auto Trans, Add A 0.0 0.6

With AWD, Add A 0.0 0.5



BENNY BOYD C-D-J-R



601 N. KEY
 LAMPASAS, TEXAS 76550
 Phone: (512) 556-4880
 1-800-760-4880
 FAX: (512) 556-5044

DISCLAIMER OF WARRANTIES

RETURN/REFUND POLICY: ALL RETURNS MUST BE ACCOMPANIED BY THIS INVOICE AND ARE SUBJECT TO A 10% RESTOCKING CHARGE. RETURNED ITEMS MUST BE IN THE ORIGINAL UNOPENED BOX OR CONTAINER. PLEASE NOTE THAT THE DEALERSHIP WILL NOT ACCEPT RETURNS OR MAKE REFUNDS AFTER 30 DAYS. NO REFUNDS OR RETURNS ON SPECIAL ORDER PARTS OR ELECTRICAL PARTS.

DISCLAIMER OF WARRANTY: ALL PARTS AND ACCESSORIES ARE SOLD BY THE DEALERSHIP AS-IS. ANY WARRANTIES ON THE PARTS OR PRODUCTS DESCRIBED BELOW ARE THOSE OF THE MANUFACTURER OR DISTRIBUTOR OF THE PARTS OR PRODUCTS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE SAME. THE DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR PRODUCTS. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR DISTRIBUTOR WARRANTIES.

DATE ENTERED 11 JUN 20	YOUR ORDER NO.	DATE SHIPPED 11 JUN 20	INVOICE DATE	INVOICE NUMBER	[REDACTED]
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RO QUOTE

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 ACCOUNT NO [REDACTED]
 COPPERAS COVE, TX [REDACTED]

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PAGE 1 OF 1

Labor 12.4

SHIP VIA	SLSM. 289	B/L NO.	TERMS	F.O.B. POINT LAMPASAS, TX
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QTY	UNIT	PART NO.	DESCRIPTION	LIST	NET	AMOUNT	COST	COMP.
			RO Quote for Service Repair Order:					
			Service Advisor: 852 Vehicle: D7					
			Part(s) quoted on Line A CUSTOMER STATES RPMS WILL REV					
1	1	0	SNYDER 106K 1YR	6715.00	5135.00	5,135.00		
			Parts quoted on RO# [REDACTED]					
			**** R O P A R T S Q U O T E - DO NOT PAY ****					
						<i>Labor \$1735.00</i>		
						<i>tax \$423.00</i>		
						<i>total \$7293.00</i>		

Thank you for your business. We strive to reach your total satisfaction! Speak to Danny, Pat or Brian for your parts needs. Thanks, Pat Malone ... Parts Manager	CUSTOMER'S SIGNATURE		TOTALS
	X		
		PARTS	5,135.00
		SUBLET	
		FREIGHT	0.00
	SALES TAX	0.00	
	TOTAL		

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE

BENNY BOYD C-D-J-R



601 N. KEY
LAMPASAS, TEXAS 76550
Phone: (512) 556-4880
1-800-760-4880
FAX: (512) 556-5044



Page 1 of 2

COPPERAS COVE, TX [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]
Email: [REDACTED]

SERVICE ADVISOR: 391 TIMOTHY WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	13	KIA SPORTAGE	KNDPC3A27D7 [REDACTED]	[REDACTED]	117883 / 117883	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG17			WAIT 24AUG19		0.00	CASH	24AUG19
R.O. OPENED		READY	OPTIONS: SOLD-STK:D7 [REDACTED] DLR [REDACTED] RN:AUTO 1)80117 LEW CC				
11:09 24AUG19		11:53 24AUG19					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES TEXAS STATE INSPECTION						
	900 STATE INSPECTION						
	362 PENA, WILLIE LIC#: 8735						
	CSI					7.00	7.00
PARTS:	0.00	LABOR:	7.00	OTHER:	0.00	TOTAL LINE A:	7.00

B	CUSTOMER STATES LUBE, OIL AND FILTER CHANGE						
	8 LUBE, OIL AND FILTER CHANGE						
	362 PENA, WILLIE LIC#: 8735						
	CLO					9.71	9.71
	1	1AML00003A	FILTER-ENGINE OIL		7.25	5.00	5.00
	6	68055890AA	*OIL-5W20		3.45	2.00	12.00
PARTS:	17.00	LABOR:	9.71	OTHER:	0.00	TOTAL LINE B:	26.71

C	CUSTOMER STATES PERFORM 23-POINT VEHICLE CHECKUP----PARKED LUG						
	NUTS TORQUED INITIALED						
	23P MULTI POINT						
	362 PENA, WILLIE LIC#: 8735						
	IAS					(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D	CUSTOMER STATES NEXT SERVICE VISIT RECOMMENDATION						
	NEXT NEXT SERVICE VISIT						
	99 IAS					(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

E	CUSTOMER STATES MULTI POINT INSPECTION RECOMMENDATIONS						
	DECTC DECTC						
	99 IAS					(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

	CUSTOMER PAY ENVIRONMENTAL WASTE REMOVAL FEE FOR REPAIR ORDER						1.52

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***SHOP SUPPLY COSTS:**
We have added a charge equal to 8% of the total cost of labor, not to exceed \$40.00, to the Repair Order for shop supplies used in connection with this repair.

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

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform 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.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE § 70.001: The undersigned being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with § 9.699 of the Texas Business & Commerce Code until the amount due is paid.

CUSTOMER COPY

Customer Number: [REDACTED]

Invoice No: [REDACTED]

BENNY BOYD C-D-J-R

INVOICE



601 N. KEY
LAMPASAS, TEXAS 76550
Phone: (512) 556-4880
1-800-760-4880
FAX: (512) 556-5044

Page 2 of 2

COPPERAS COVE, TX [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

SERVICE ADVISOR: 391 TIMOTHY WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	13	KIA SPORTAGE	KNDPC3A27D7 [REDACTED]		117883 / 117883	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG17			WAIT 24AUG19		0.00	CASH	24AUG19
R.O. OPENED	READY	OPTIONS: SOLD-STK:D7 [REDACTED] DLR: [REDACTED] TRN:AUTO 1)80117 LEW CC					
11:09 24AUG19	11:53 24AUG19						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
WSA-9A413F60	Contact	Will	Wait...				

AT BENNY BOYDS FIVE STAR SUPERSTORE, OUR #1 CONCERN IS YOUR COMPLETE SATISFACTION WITH YOUR ENTIRE SERVICE EXPERIENCE. YOUR INITIALS BELOW ARE AN ACKNOWLEDGEMENT THAT WE HAVE EXPLAINED THE REPAIRS MADE TO YOUR VEHICLE TO YOUR SATISFACTION.
CHRIS BAKER / SERVICE MANAGER

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***SHOP SUPPLY COSTS:**
We have added a charge equal to 8% of the total cost of labor, not to exceed \$40.00, to the Repair Order for shop supplies used in connection with this repair.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 16.71
PARTS AMOUNT	\$ 17.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES *	\$ 1.52
TOTAL CHARGES	\$ 35.23
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 1.53
PLEASE PAY THIS AMOUNT	\$ 36.76

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform 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.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

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Customer Number

Invoice No

BENNY BOYD C-D-J-R

ACCOUNTING



601 N. KEY
LAMPASAS, TEXAS 76550
Phone: (512) 556-4880
1-800-760-4880
FAX: (512) 556-5044

Page 1 of 2

COPPERAS COVE, TX

Home: [Redacted] Bus: [Redacted] Cell: [Redacted]

SERVICE ADVISOR: 259 CHRISTOPHER WEIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	13	KIA SPORTAGE	KNDP3A27D7	[Redacted]	110233 / 110233	[Redacted]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG17			WAIT 13APR19		0.00	CASH	13APR19
R.O. OPENED		READY	OPTIONS: SOLD-STK:D7 [Redacted] DLR: [Redacted]		RN:AUTO 1)80117 LEW CC		
09:11 13APR19		10:45 13APR19					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES LUBE,OIL AND FILTER CHANGE										
	8 FREE OIL WITH K SERVICE										
	381	IAS	0.00	0.30	690	971				9.71	9.71
	1	1AML00003A									
	FILTER-ENGINE OIL										
					435	500	0	7.25		5.00	5.00
	6	68055890AA	*OIL-5W20		1206	1200	0	3.34		2.00	12.00
B	CUSTOMER STATES REPLACE SPARK PLUGS 4 CYLINDER TUNE UP - EXCLUDING VANS AND PLATINUM TIP SPARK PLUGS.										
	CTU4 REPLACE SPARK PLUGS 4 CYLINDER TUNE UP - EXCLUDING VANS AND PLATINUM TIP SPARK PLUGS.										
	381	CM	0.00	0.60	1380	7200				72.00	72.00
	4	5018	SPARK PLUG		3276	3460	0	8.65		8.65	34.60
C	CUSTOMER STATES PERFORM BG FUEL INJECTION SYSTEM SERVICE										
	FI PERFORM BG FUEL INJECTION SYSTEM SERVICE										
	381	CM	0.00	1.00	2300	10500				105.00	105.00
	1	FI-KIT	FUEL INJECTION KIT		3500	5390	0	53.90		53.90	53.90
D	CUSTOMER STATES ROTATE TIRES, ROT ROTATE TIRES.										
	381	CM	0.00	0.30	690	1995				19.95	19.95
E	CUSTOMER STATES PERFORM 23-POINT VEHICLE CHECKUP----PARKED LUG NUTS TORQUED INITIALED										
	23P MULTI POINT										
	381	IAS	0.00	0.30	690	630				6.30	6.30
	CUSTOMER PAY ENVIRONMENTAL WASTE										
					0	1576					15.76
	TECH SUGGEST:WIPER BLADES \$32.50,AIR FILTER \$34.61 AND FRONT BRAKES \$290.83-PRICES INCLUDE TAX -CUSTOMER ADVISED										
	AT BENNY BOYDS FIVE STAR SUPERSTORE, OUR #1 CONCERN IS YOUR COMPLETE SATISFACTION WITH YOUR ENTIRE SERVICE EXPERIENCE. YOUR INITIALS BELOW ARE AN ACKNOWLEDGEMENT THAT WE HAVE EXPLAINED THE REPAIRS MADE TO YOUR VEHICLE TO YOUR SATISFACTION.										
	CHRIS BAKER / SERVICE MANAGER										

*** NO RO PUNCH TIMES ON FILE ***

<p>WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.</p> <p>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform 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.</p>	<p>* SHOP SUPPLY COSTS: We have added a charge equal to 8% of the total cost of labor, not to exceed \$40.00, to the Repair Order for shop supplies used in connection with this repair.</p>	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE §. 70.001: The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with §. 6.009 of the Texas Business & Commerce Code until the amount due is paid.

CUSTOMER COPY

Customer Number: [REDACTED]

Invoice No: [REDACTED]

ACCOUNTING

BENNY BOYD C-D-J-R



601 N. KEY
LAMPASAS, TEXAS 76550
Phone: (512) 556-4880
1-800-760-4880
FAX: (512) 556-5044

Page 2 of 2

COPPERAS COVE, TX [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]

SERVICE ADVISOR: 259 CHRISTOPHER WEIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG					
WHITE	13	KIA SPORTAGE	KNDPC3A27D7 [REDACTED]		110233 / 110233	[REDACTED]					
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE				
01AUG17			WAIT 13APR19		0.00	CASH	13APR19				
R.O. OPENED	READY	OPTIONS: SOLD-STK:D7 [REDACTED] DLR [REDACTED] FRN:AUTO 1)80117 LEW CC									
09:11 13APR19	10:45 13APR19										
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	1601	1380		[REDACTED]	1700	1641	
[REDACTED]	19695	4370		[REDACTED]	8850	6776	
[REDACTED]	1576	0		[REDACTED]	860	0	
[REDACTED]	4551	*****		[REDACTED]	28481	*****	[REDACTED]
[REDACTED]	1250	*****					

COST, SALE, & COMP TOTALS 14167 33422 0

<p>WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.</p> <p>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform 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.</p>	<p>* SHOP SUPPLY COSTS: We have added a charge equal to 8% of the total cost of labor, not to exceed \$40.00, to the Repair Order for shop supplies used in connection with this repair.</p> <p>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</p>	<table border="1"> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> <tr> <td>LABOR AMOUNT</td> <td>\$ 196.95</td> </tr> <tr> <td>PARTS AMOUNT</td> <td>\$ 88.50</td> </tr> <tr> <td>GAS, OIL, LUBE</td> <td>\$ 0.00</td> </tr> <tr> <td>SUBLET AMOUNT</td> <td>\$ 0.00</td> </tr> <tr> <td>MISC. CHARGES *</td> <td>\$ 15.76</td> </tr> <tr> <td>TOTAL CHARGES</td> <td>\$ 301.21</td> </tr> <tr> <td>LESS INSURANCE</td> <td>\$ 25.00</td> </tr> <tr> <td>SALES TAX</td> <td>\$ 8.60</td> </tr> <tr> <td>PLEASE PAY THIS AMOUNT</td> <td>\$ 284.81</td> </tr> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT	\$ 196.95	PARTS AMOUNT	\$ 88.50	GAS, OIL, LUBE	\$ 0.00	SUBLET AMOUNT	\$ 0.00	MISC. CHARGES *	\$ 15.76	TOTAL CHARGES	\$ 301.21	LESS INSURANCE	\$ 25.00	SALES TAX	\$ 8.60	PLEASE PAY THIS AMOUNT	\$ 284.81
	DESCRIPTION	TOTALS																				
	LABOR AMOUNT	\$ 196.95																				
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LESS INSURANCE	\$ 25.00																					
SALES TAX	\$ 8.60																					
PLEASE PAY THIS AMOUNT	\$ 284.81																					
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE																				

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE S. 70.001: The undersigned being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with S. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

Customer Number: [REDACTED]

Invoice No: [REDACTED]

BENNY BOYD C-D-J-R

ACCOUNTING



601 N. KEY
LAMPASAS, TEXAS 76550
Phone: (512) 556-4880
1-800-760-4880
FAX: (512) 556-5044

Page 1 of 1



COPPERAS COVE, TX [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]

Email: [REDACTED]

SERVICE ADVISOR: 123 CHRIS BAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	13	KIA SPORTAGE	KNDPC3A27D7 [REDACTED]		92831 / 92831	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG17			WAIT 16JUL18	[REDACTED]	0.00	CASH	16JUL18
R.O. OPENED		READY		OPTIONS: SOLD-STK:D7 [REDACTED] DLR [REDACTED] TRN:AUTO 1)80117 LEW CC			
13:39 16JUL18		14:56 16JUL18					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES LUBE,OIL AND FILTER CHANGE											
8 LUBE,OIL AND FILTER CHANGE											
	225	CLO		0.00	0.30	540	971			9.71	9.71
	6	68055890AA	*OIL-5W20			1200	1200	0	2.67	2.00	12.00
	1	1AML00003A									
			FILTER-ENGINE OIL			435	500	0	7.25	5.00	5.00
B CUSTOMER STATES CUSTOMER REQUESTS STATE INSPECTION-EXP 10-8-18 USAA											
SI CUSTOMER REQUESTS STATE INSPECTION											
	225	CSI		0.00	0.20	360	700			7.00	7.00
C CUSTOMER STATES PERFORM 23-POINT VEHICLE CHECKUP----PARKED LUG											
NUTS TORQUED INITIALED											
23P MULTI POINT											
	225	IAS		0.00	0.30	540	630			6.30	6.30
CUSTOMER PAY ENVIRONMENTAL WASTE											
						0	152				1.52

AT BENNY BOYDS FIVE STAR SUPERSTORE, OUR #1 CONCERN IS YOUR COMPLETE SATISFACTION WITH YOUR ENTIRE SERVICE EXPERIENCE. YOUR INITIALS BELOW ARE AN ACKNOWLEDGEMENT THAT WE HAVE EXPLAINED THE REPAIRS MADE TO YOUR VEHICLE TO YOUR SATISFACTION.

PAUL WENDELE / SERVICE MANAGER

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	971	540		[REDACTED]	1700	1635	
[REDACTED]	700	360		[REDACTED]	630	540	
[REDACTED]	152	0		[REDACTED]	153	0	
[REDACTED]	1565	*****		[REDACTED]	1805	*****	[REDACTED]
[REDACTED]	936	*****					

COST, SALE, & COMP TOTALS 3075 4153 0

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 16.71
PARTS AMOUNT	\$ 17.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES *	\$ 1.52
TOTAL CHARGES	\$ 35.23
LESS INSURANCE	\$ 18.71
SALES TAX	\$ 1.53
PLEASE PAY THIS AMOUNT	\$ 18.05

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

SHOP SUPPLY COSTS: We have added a charge equal to 8% of the total cost of labor, not to exceed \$40.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform 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.

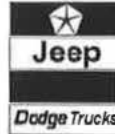
DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE § 70.001: The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with § 9.609 of the Texas Business & Commerce Code until the amount due is paid.

BENNY BOYD C-D-J

CUSTOMER #: [REDACTED]

INVOICE



601 N. KEY Ave.
LAMPASAS, TEXAS 76550
512-556-4880 - 800-760-4880



COPPERAS COVE, TX

PAGE 1

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

SERVICE ADVISOR: 123 CHRIS BAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	13	KIA SPORTAGE	KNDP3A27D7 [REDACTED]		84007/84007	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG17 DD			WAIT 23FEB18		0.00	CASH	23FEB18
R.O. OPENED	READY	OPTIONS:		SOLD-STK: D7	DLR	TRN: AUTO	
11:42 23FEB18	12:07 23FEB18	1) 80117 LEW CC		[REDACTED]	[REDACTED]		

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

A CUSTOMER STATES LUBE,OIL AND FILTER CHANGE
8 LUBE,OIL AND FILTER CHANGE

792	CM					9.71	9.71
1	1AML00003A	FILTER-ENGINE OIL			7.00	5.00	5.00
6	68055890AA	*OIL-5W20			3.10	2.00	12.00
PARTS:	17.00	LABOR:	9.71	OTHER:	0.00	TOTAL LINE A:	26.71

B CUSTOMER STATES PERFORM 23-POINT VEHICLE CHECKUP----PARKED LUG
NUTS TORQUED INITIALED

23P	MULTI POINT						
792	IAS						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C CUSTOMER STATES NEXT SERVICE VISIT RECOMMENDATION
NEXT NEXT SERVICE VISIT

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

CUSTOMER PAY ENVIRONMENTAL WASTE REMOVAL FEE FOR REPAIR ORDER 1.52
WSA-66DB6139 Contact Will Wait...

AT BENNY BOYDS FIVE STAR SUPERSTORE, OUR #1 CONCERN IS YOUR COMPLETE SATISFACTION WITH YOUR ENTIRE SERVICE EXPERIENCE. YOUR INITIALS BELOW ARE AN ACKNOWLEDGEMENT THAT WE HAVE EXPLAINED THE REPAIRS MADE TO YOUR VEHICLE TO YOUR SATISFACTION.

PAUL WENDELE / SERVICE MANAGER

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	9.71
		PARTS AMOUNT	17.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	1.52
		TOTAL CHARGES	28.23
		LESS INSURANCE	0.00
		SALES TAX	1.53
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

BENNY BOYD C-D-J

CUSTOMER #: [REDACTED]

* INVOICE *



601 N. KEY Ave.

LAMPASAS, TEXAS 76550

512-556-4880 - 800-760-4880



PAGE 1

COPPERAS COVE, TX

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] TELL: [REDACTED]

SERVICE ADVISOR: 259 CHRISTOPHER WEIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	13	KIA SPORTAGE	KNDPC3A27D7 [REDACTED]		77561/77561	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG17 DD			WAIT 31OCT17		0.00	CASH	31OCT17
R.O. OPENED		READY	OPTIONS:	SOLD-STK:D7 [REDACTED]	DLR: [REDACTED]	TRN: AUTO	
12:52 31OCT17		13:12 31OCT17	1) 80117 LEW CC				

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

A CUSTOMER STATES FREE OIL CHANGE
 8 LUBE,OIL AND FILTER CHANGE
 225 CM 9.71 9.71
 6 68055890AA *OIL-5W20 3.10 2.00 12.00
 1 1AML00003A FILTER-ENGINE OIL 7.00 5.00 5.00
 PARTS: 17.00 LABOR: 9.71 OTHER: 0.00 TOTAL LINE A: 26.71

B CUSTOMER STATES PERFORM 23-POINT VEHICLE CHECKUP----PARKED LUG
 NUTS TORQUED INITIALED
 23P MULTI POINT (N/C)
 225 IAS
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER STATES NEXT SERVICE VISIT RECOMMENDATION
 NEXT NEXT SERVICE VISIT (N/C)
 99 IAS
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

CUSTOMER PAY ENVIRONMENTAL WASTE REMOVAL FEE FOR REPAIR ORDER 1.52
 WSA-2D52CB9A Contact Will AT BENNY BOYDS FIVE STAR SUPERSTORE, OUR #1
 Wait... CONCERN IS YOUR COMPLETE SATISFACTION WITH

YOUR ENTIRE SERVICE EXPERIENCE. YOUR INITIALS
 BELOW ARE AN ACKNOWLEDGEMENT THAT WE HAVE EX-
 PLAINED THE REPAIRS MADE TO YOUR VEHICLE TO
 YOUR SATISFACTION.

PAUL WENDELE / SERVICE MANAGER

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	9.71
		PARTS AMOUNT	17.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	1.52
		TOTAL CHARGES	28.23
		LESS INSURANCE	0.00
		SALES TAX	1.53
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

Customer Number [REDACTED]

Invoice No [REDACTED]

BENNY BOYD C-D-J-R

INVOICE



601 N. KEY
LAMPASAS, TEXAS 76550
Phone: (512) 556-4880
1-800-760-4880
FAX: (512) 556-5044

Page 1 of 1

COPPERAS COVE TX [REDACTED]

Home: [REDACTED] Bus: [REDACTED]
Email: [REDACTED]

Cell: [REDACTED]

SERVICE ADVISOR: 852 MICHEAL HAVENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	13	KIA SPORTAGE	KN0PC3A27D7 [REDACTED]		127077 / 127077	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG17			17:00 11JUN20		0.00	CASH	30JUN20
R.O. OPENED	READY	OPTIONS: SOLD-STK:D7 [REDACTED] DLR: [REDACTED] TRN:AUTO 1)80117 LEW CC					
07:52 11JUN20	07:49 30JUN20						

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

A CUSTOMER STATES RPMS WILL REV TO 4K WHILE DRIVING AND VEHICLE WILL NOT GO OVER 60MPH-- NO CEL HAS COME ON
 00 NEEDS ENGINE ASSYB- CUSTOMER HAS STARTED CLAIM WITH NHTSB AS TO WHY THERE IS NOT A RECALL

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

B CUSTOMER STATES PERFORM 23-POINT VEHICLE CHECKUP----PARKED LUG NUTS TORQUED INITIALED
 23P MULTI POINT

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

C CUSTOMER STATES TEXT ENROLLMENT OPT-IN
 TEXT TEXT

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

WSA-A137C08A Contact Mobile

AT BENNY BOYDS FIVE STAR SUPERSTORE, OUR #1 CONCERN IS YOUR COMPLETE SATISFACTION WITH YOUR ENTIRE SERVICE EXPERIENCE. YOUR INITIALS BELOW ARE AN ACKNOWLEDGEMENT THAT WE HAVE EXPLAINED THE REPAIRS MADE TO YOUR VEHICLE TO YOUR SATISFACTION.

CHRIS BAKER / SERVICE MANAGER

<p>WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.</p> <p>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform 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.</p>	<p>*SHOP SUPPLY COSTS: We have added a charge equal to 8% of the total cost of labor, not to exceed \$40.00, to the Repair Order for shop supplies used in connection with this repair.</p>	DESCRIPTION	TOTALS
		LABOR AMOUNT	\$ 0.00
		PARTS AMOUNT	\$ 0.00
		GAS, OIL, LUBE	\$ 0.00
		SUBLET AMOUNT	\$ 0.00
		MISC. CHARGES *	\$ 0.00
		TOTAL CHARGES	\$ 0.00
		LESS INSURANCE	\$ 0.00
		SALES TAX	\$ 0.00
	DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE § 70.001: The undersigned being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with § 9.009 of the Texas Business & Commerce Code until the amount due is paid.

Customer Number: [REDACTED]

Invoice No [REDACTED]

BENNY BOYD C-D-J-R

INVOICE



601 N. KEY
LAMPASAS, TEXAS 76550
Phone: (512) 556-4880
1-800-760-4880
FAX: (512) 556-5044

Page 1 of 1

COPPERAS COVE TX [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

SERVICE ADVISOR: 852 MICHEAL HAVENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	13	KIA SPORTAGE	KNDP3A27D7 [REDACTED]		127077 / 127077	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG17			17:00 11JUN20		0.00	CASH	30JUN20
R.O. OPENED	READY	OPTIONS: SOLD-STK:D7 [REDACTED] DLR [REDACTED] RN:AUTO 1)80117 LEW CC					
07:52 11JUN20	07:49 30JUN20						

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

A CUSTOMER STATES RPMS WILL REV TO 4K WHILE DRIVING AND VEHICLE WILL NOT GO OVER 60MPH-- NO CEL HAS COME ON
 00 NEEDS ENGINE ASSYB- CUSTOMER HAS STARTED CLAIM WITH NHTSB AS TO WHY THERE IS NOT A RECALL

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

B CUSTOMER STATES PERFORM 23-POINT VEHICLE CHECKUP----PARKED LUG NUTS TORQUED INITIALED

23P MULTI POINT
 381 IAS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER STATES TEXT ENROLLMENT OPT-IN TEXT TEXT

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

WSA-A137C08A Contact Mobile

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CUSTOMER COPY