

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: Complaint Number: 11376844
Date: Friday, December 4, 2020 3:21:43 PM
Attachments: [REDACTED]

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.

On November 28th I sent a complaint to your office regarding my Kia Sorrento, please see your reference number above. At the time that I sent you the complaint I was waiting to hear back from Kia regarding assistance to fix my engine. I just heard back today and they have denied me because I am the 2nd owner of my vehicle and my car had over 100,000 miles on it. I have seen all the articles that have come out regarding Kia getting fined for not repairing their vehicles and I just don't understand how a company can operate like this. I know that the recall was for the 4 cylinder only, but you need to look into the V6. Everyone that has looked at my car said it was a well maintained car. I have attached all of the receipt for my oil changes since the time I owned the car and the message I sent to Kia regarding what happened. I am not sure if there is anything else I can at this point, but I just don't see how they can get away with not sticking behind their vehicles. I would love for you to look into the V6 engines and not just the 4 cylinder. I would be happy to speak with you if you have any questions. I would also appreciate any recommendations you have to try and get this resolved.

Thank you for your time and attention.

[REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]
 [REDACTED]
 Quality Control Analyst



8300 Greensboro Drive, Suite 600, McLean, VA 22102
 240-247-8812 (Desk) | 240-241-5625 (Fax) | www.telesishq.com
Contracting Vehicles: GSA FSS 70, GSA 8(a) STARS II, CIO SP3 (SB), Seaport-e, ITES-3S, RS3
Certifications: CMMI-DEV2; CMMI-SVC3; ISO20000; ISO9001; ISO27001
Partnerships: MS SILVER-Devices & Deployment; AWS Standard Consulting Partner; Blackberry Authorized Reseller Partner
DOWNLOAD OUR TELESIS JOBS Mobile App from:
App Store, iOS Version: <https://itunes.apple.com/us/app/telesis-jobs/id1364104100?mt=8>
Google Play, Android Version: <https://play.google.com/store/apps/details?id=com.telesisjobs>
Check out our current job openings at: <http://www.telesishq.com/careers/search-open-jobs/>
Ask me how you can earn up to \$3,000 with TELESIS Employee Referral Program!
 This email and any files transmitted with it are confidential and are intended solely for the use of the individual or entity to whom they are addressed and may contain information hat

Sent from [Mail](#) for Windows 10

On September 19, 2020 My husband and I were driving our 2013 Kia Sorrento – VIN - 5XYKTD2XDG [REDACTED] - to get my windshield replaced as it had a crack in it. We had driven down the mountain from where we live to Hickory, NC where it was cheaper to get it replaced. We had driven about an hour and the car was driving fine and we had not been having any issues with it starting, running or making any kind of noises in the time leading up to this day. We came to a red light and the vehicle just stopped and would not start up again, my husband said the car was not running hot and there was no warning lights on the dashboard. There was no evidence of oil or antifreeze in the road. I got out of the car and pushed the car off the road, while my husband stirred the car because we lost all steering for the car. We continued to try to start it, but were unsuccessful. We ended up having it towed to the Kia Dealership in Hickory, NC (Paramount Kia). It was on a Saturday so they were short staffed, but were able to look at my vehicle. I was shocked by what they said the problem was. We were informed that the engine had seized and it needed a starter and a new battery. We were told that it was going to cost over \$6,000.00 to get it fixed. How could an engine with around 114,000.00 miles just stop running at a red light with no warning and how does the battery and starter also go out at the same time? We were informed that the engine they were going to put in the car already had 88,000 miles on it (I have attached the quote and diagnosis sheet). It was going to cost this much and this was not even a new engine and who knows how long this engine would last if it already has this many miles on it? While still trying to process this and trying to figure out how we were going to get home we were told that we were welcome to go and talk to the sales department to see if they could do anything to get us into a new car. I could not believe what I was hearing. I had done the maintenance on the car and did the oil changes as needed (I have receipts to show that the oil changes were done in a timely fashion and normally every 5,000 miles). I have never heard of an engine just stopping like that.

I had my Kia towed to a friend's lot and he had several people look at the vehicle. They did conclude that the engine had seized and were also surprised that it happened the way that it did. I had seen online that there was a recall for the engine in the 2013 Kia Sorrento.

On September 24, 2020 at 4:00 pm I spoke with Lisa at your customer service department at 1-800-333-4542 and asked about the recall. I was informed that the recall did not apply to my vehicle and Lisa said that she did not think there was anything that Kia could do. She was going to contact the dealership and get back with me if there was anything that Kia could work out. I asked if there was anyone else at the corporate office I could speak with and she said she was the corporate office and there was no one else I could speak with until she had spoken with the dealership. She did not seem very understanding of our situation and was very short. I know I was frustrated on the phone call because of everything we were dealing with. I did inform her that I would not take the KIA back to Paramount KIA if KIA is willing to assist with engine replacement. There are other KIA dealerships around us and I have taken it to the KIA dealership in Johnson City, TN. I have not heard back from her and have now been out of a car for over a month. We ended up getting a rental car for three weeks, but could not afford to keep paying for a rental. We are now down to one vehicle, which is adding stress to our lives and my husband and I have very different work schedules.

This is the recall I was calling about:

- **Recall Number: 17V224000**

Recall Date: 03/31/2017

Component: ENGINE AND ENGINE COOLING:ENGINE

Summary

Kia Motor Company (Kia) is recalling certain 2011-2014 Optima, 2012-2014 Sorento and 2011-2013 Sportage vehicles. Machining errors during the engine manufacturing process may cause premature bearing wear within the engine.

Consequence

Bearing wear may result in the engine seizing, increasing the risk of a crash.

What Owners Should Do

Kia will notify owners, and dealers will inspect the engine assembly, and replace the engine if necessary, free of charge. The recall began June 20, 2017. Owners may contact Kia customer service at 1-800-333-4542. Kia's number for this recall is SC147.

I am reaching out to you to see if Kia is willing to assist to get this fixed. We have found out that this is a common issue with the Kia Sorento and while the recall is only for the 4-cylinder, dealerships and mechanics are also seeing this happen in V6 engines. I am surprised to hear that Kia is not standing behind their vehicles and correcting this issue in all their vehicles. I have seen several complaints and reviews of people online having this same issue. Thank God we were at a red light when the car died, I can't even think about what would have happened if we were driving, especially when we were driving the curvy/winding mountain we had just come down. I am praying that there is something you can do to help with this situation.

Unfortunately, because of this experience I can tell you that we will not be getting another Kia if this is how they are. We have had other issues with our Kia including the headlight going out twice (the first time was before the recall and the second was after the recall. I was able to get reimbursed for the amount I paid out of pocket for the first fix) and the backup camera going out, which again was under warranty or there was a recall on it. We also experienced chipping of the paint around the windshield, which according to online is also an issue with this particular vehicle, but there is no recall for it and from what I have seen Kia is not willing to assist with getting it fixed either.

I had convinced my brother and his family to get a Kia Sorento after they had a car accident because I did enjoy the vehicle, but now I regret that decision. I don't know what I will do if their Kia ends up having engine failure and/or something happens to them or to someone else. I am not sure that this email is going to do any good, but I hope you would consider looking into the situation regarding your V6 engines and that you consider doing a recall and helping the people that have been affected by this. You expect an engine to last longer than 114,000 miles and I have been told some of the engines have gone out with even less miles.

I appreciate you taking the time to read my message and I look forward to hearing back from you to see if we can work something out regarding this. If I do not hear anything from you by October 30, 2020 I will be sending this information to NHSFA so others do not need to go through this.

Mountaineer Quick Lube & Car Care

1505 Hwy 421 S
Boone, NC 28607
(828) 386-4222

| | | |
|-----------------|-------------------------|--------------|
| Date <u>7/1</u> | MILEAGE <u>11,947</u> | NAME/COMPANY |
| YEAR <u>13</u> | MAKE <u>Kia Sorento</u> | ADDRESS |
| MODEL | LICENSE | CITY |
| | STATE | |

SERVICE REPORT

| | | |
|---|-----------------------|------------------|
| OIL FILTER REPLACED | <u>2100164 / 6127</u> | NEXT SERVICE DUE |
| CHASSIS LUBERCATION = ZERKS | | |
| DRIVELINE SEALED <input type="checkbox"/> = ZERKS | | |

- TRANSMISSION
- TRANSFER CASE
- FRONT
- DIFFERENTIAL REAR
- TRAN
- TRANSAXLE
- BRAKE FLUID
- CLUTCH FLUID
- BATTERY MF
- WASHER FLUID
- POWER STEERING
- AIR FILTER
- BREATHER
- WIPER BLADES
- OTHER
- THIS VECHILE IS EQUIPPED WITH VELOCITY JOINTS AND THEY WERE I
- THIS VECHILE HAS A SEALED LU CONVENTIONAL SYSTEMS. WE HAV MAINTAINING THE SYSTEM.
- CASH CHECK

| | | |
|--|--|--------------|
| JLL | FLEET CHARGE INFORMATION | |
| P.O. NUMBER | ACCOUNT NO. | |
| FLEET NUMBER | VEHICLE NO. | |
| DRIVERS NAME PRINTED | | |
| SERVICED BY <u>UL</u> | <u>JLL</u> | |
| <input checked="" type="checkbox"/> FULL SERVICE | TYPE | WIEGHT |
| <input type="checkbox"/> LUBE ONLY | <u>5.5 QT 5W-20</u> | |
| <input type="checkbox"/> OTHER | | |
| AIR FILTER NO. | | |
| BREATHER NO. | | |
| WIPER BLADE SIZE | | |
| OIL OVERS QTS. | | |
| ACED | DRAIN AND REFILL <input type="checkbox"/> DIFF. <input type="checkbox"/> TRANS. <input type="checkbox"/> | |
| COUPON | | |
| REMARKS | SUBTOTAL | <u>39.99</u> |
| <input type="checkbox"/> TRANSMISSION LEAK | SALES TAX | <u>2.70</u> |
| <input type="checkbox"/> OIL LEAK | TOTAL | <u>42.69</u> |
| <input type="checkbox"/> DIFFERENTIAL LEAK | | |
| <input type="checkbox"/> OTHER | | |
| CUSTOMER AUTHORIZATION | | |
| AS | | |
| V | | |
| T | <u>X</u> | |

Mountaineer Quick Lube & Car Care

1505 Hwy 421 S
Boone, NC 28607
(828) 386-4222

| | | |
|---|-------------------|-------------------------|
| Date 12/3/13 | MILEAGE 103043 | NAME/COMPANY |
| YEAR 2013 | MAKE Kia | ADDRESS |
| MODEL Sorento | LICENSE | STATE |
| CITY | | STATE |
| ZIP | | |
| SERVICE REPORT | | |
| OIL FILTER REPLACED | 6127 | NEXT SERVICE DUE |
| CHASSIS LUBERCATION = ZERKS | | |
| DRIVELINE | | STATE |
| TRANSNIS | | MILEAGE |
| TRANSFEE | | |
| FRONT | | |
| DIFFEREN | | |
| TRANSAXL | | |
| BRAKE FL | | |
| CLUTCH F | | |
| BATTERY | | |
| WASHER F | | |
| POWER ST | | |
| AIR FILTER | | |
| BREATHI | | |
| WIPER BL | | |
| OTHER | | |
| <input type="checkbox"/> THIS VE VELOCITY JC | | |
| <input type="checkbox"/> THIS VEHICLE HAS A SEALED LUBRICATION SYSTEM WHICH IS NOT SERVICED IN THE SAME MANERAS CONVENTIONAL SYSTEMS. WE HAVE PREFOMED A MAINTENANCE LUBRICATION WHICH WILL ASSIST IN MAINTAINING THE SYSTEM. | | |
| <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CHARGE <input type="checkbox"/> FLEET | | |

MOUNTAINEER QUICK LUBE
 1505 HWY 421 S BOONE
 NC 28607
 (828) 386-4222

Sale
 Total: \$ 48.03
 12/03/13 13:07:28
 In: [REDACTED] Area Code: 856160
 Transaction ID: 38934632489122
 Amount: [REDACTED] Batch: [REDACTED]

VISA Entry Method: Swiped

| | | |
|------|--|--|
| FULL | FLEET CHARGE INFORMATION | |
| | P.O. NUMBER | ACCOUNT NO. |
| | FLEET NUMBER | VEHICLE NO. |
| | DRIVERS NAME PRINTED | |
| | SERVICED BY UL | /LL |
| | <input checked="" type="checkbox"/> FULL SERVICE | 3.57 |
| | <input type="checkbox"/> LUBE ONLY | |
| | <input type="checkbox"/> OTHER | 5.7 Q5 5W/20 |
| | AIR FILTER NO. | |
| | BREATHER NO. | |
| | WIPER BLADE SIZE | |
| | OIL OVERS QTS. | |
| | REPLACED | <input type="checkbox"/> DIFF. <input type="checkbox"/> TRANS. |
| | COUPON | |
| | REMARKS | SUBTOTAL 44.99 |
| | <input type="checkbox"/> TRANSMISSION LEAK | SALES TAX 3.04 |
| | <input type="checkbox"/> OIL LEAK | TOTAL 48.03 |
| | <input type="checkbox"/> DIFFERENTIAL LEAK | |
| | <input type="checkbox"/> OTHER | |
| | CUSTOMER AUTHORIZATION | |

THANK YOU FOR YOUR BUSINESS



MR. TIRE AUTO CENTERS # 1412
1563 BLOWING ROCK ROAD
BOONE, NC 28607
(828)262-3555

Guest ID: [REDACTED]
 Name: [REDACTED]
 Address: [REDACTED]
 Address 2: [REDACTED]
 City, State, Zip: SUGAR GROVE, NC, [REDACTED]
 Home Phone: [REDACTED]
 Work Phone: [REDACTED]
 Other Phone: (-)
 Tax Exempt #: [REDACTED]
 Manager: CHADWICK GOLDENBERG

Year: 2013
 Make: KIA
 Model: SORENTO
 Lic No: [REDACTED]
 VIN: 5XYKTDA2XDG [REDACTED]
 Color:
 Engine: 3.5L GAS DOHC (VIN 2)
 Mileage In: 98142
 Mileage Out: 98142
 Inspect Due: 11/01/19

Date/Time: 08/01/19 19:30:35
 Estimate #: [REDACTED]
 Invoice #: [REDACTED]
 PO Number:
 Unit Number:
 Email Address: [REDACTED]
 Fleet/Wholesale: N
 Est Created On: 07/29/19 07:35:11

Services Requested:
 LOF

| Qty. | Part # | Sales Status Code | Car Loc | Description | Part | Labor | Amount |
|------|--------|-------------------|---------|-------------|------|-------|--------|
|------|--------|-------------------|---------|-------------|------|-------|--------|

Tire Pressure Spec: Not Available Wheel Torque: Not Available

INCLUDED WITH EVERY VISIT

| | | | | | | | |
|---|----|--|--|----------------------|--|--|-----------|
| 1 | CI | | | COURTESY INSPECTION | | | NO CHARGE |
| 1 | SM | | | SCHED. MAINT. REVIEW | | | NO CHARGE |

SERVICE

| | | | | | | | |
|-----|----------|---|---|-----------------------------|----------|----------|-----------|
| 5 | 5W30MAXB | S | | VALVOLINE MAXLIFE 5W30 (SN) | 7.78 | 0.00 | 38.90 |
| 0.5 | 5W30MAXB | S | | VALVOLINE MAXLIFE 5W30 (SN) | 7.77 | 0.00 | 3.89 |
| 1 | L26127 | S | | OIL FILTER | 3.00 | 5.25 | 8.25 |
| 1 | LUBE | S | | LUBE(IF POSSIBLE) | | | NO CHARGE |
| 1 | BATCK | S | | FREE BATTERY CHECK | | | NO CHARGE |
| 1 | OUTSE | S | | HYP03B OIL PAN | 126.43 | 174.00 | 300.43 |
| 1 | *OUTSE | S | | Discount On OUTSE | (126.43) | (174.00) | (300.43) |
| 1 | BI | S | A | INSPECT BRAKES | (0.17) | 0.00 | (0.17) |
| | | | | JOB DISCOUNT: | (45.62) | (5.25) | (50.87) |
| | | | | TOTAL SERVICE: | | | 0.00 |

*** Customer Wishes To Discard Old Parts ***

| INVOICE INVOICE MR. TIRE AUTO CENTERS # [REDACTED] INVOICE | | | |
|--|-----------|-------------|------|
| TECH: 086909-1.70 | J. NORRIS | SUB TOTAL | 0.00 |
| | | SALES TAX | 0.00 |
| | | GRAND TOTAL | 0.00 |

All parts are new unless otherwise specified. Please see reverse for warranty details.

I acknowledge that this invoice is for services rendered by [Monro Inc.] and now, in acceptance of such service, make payment in the amount set forth on this invoice. If there was an increase in the original estimated price,

I acknowledge notice and approval of such increase. _____
 Customer Signature

I certify that all repairs were properly completed. _____
 Company Authorized Representative

CAUTION: Owners of Mag, Custom, Alloy, or Dual Wheels must have lug-nuts retorqued after 25 miles or 24 hours!

The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge. _____
 Initials

Did you have a 5-star visit today? Let us know



MR. TIRE AUTO CENTERS # 1412
1563 BLOWING ROCK ROAD
BOONE, NC 28607
(828)262-3555

| | | |
|---|-------------------------------|-----------------------------------|
| Customer ID: [REDACTED] | Year: 2013 | Date/Time: 05/23/19 16:40:40 |
| Name: [REDACTED] | Make: KIA | Estimate #: [REDACTED] |
| Address: [REDACTED] | Model: SORENTO | Invoice #: [REDACTED] |
| Address 2: [REDACTED] | Lic No: [REDACTED] | PO Number: [REDACTED] |
| City, State, Zip: SUGAR GROVE, NC, [REDACTED] | VIN: 5XYKTDA2XDG [REDACTED] | Unit Number: [REDACTED] |
| Home Phone: [REDACTED] | Color: [REDACTED] | Email Address: [REDACTED] |
| Work Phone: [REDACTED] | Engine: 3.5L GAS DOHC (VIN 2) | Fleet/Wholesale: N |
| Other Phone: [REDACTED] | Mileage In: 94565 | Est Created On: 05/23/19 07:46:48 |
| Tax Exempt #: [REDACTED] | Mileage Out: 94565 | |
| Manager: JEFFREY HAMPTON | Inspect Due: 12/01/20 | |

Services Requested:
 OIL, LUBE & FILTER, ROTATE TIRES

| Qty. | Part # | Sales Status Code | Car Loc | Description | Part | Labor | Amount |
|---|----------|-------------------|---------|--|---------|---------|-----------|
| Tire Inflation: Not Available Torque: Not Available | | | | | | | |
| INCLUDED WITH EVERY VISIT | | | | | | | |
| 1 | CI | | | COURTESY INSPECTION | | | NO CHARGE |
| 1 | SM | | | SCHED. MAINT. REVIEW | | | NO CHARGE |
| SERVICE | | | | | | | |
| 1 | VA265 | S | | * AIR FILTER | 26.99 | 27.00 | 53.99 |
| 5 | 5W30MAXB | S | | VALVOLINE MAXLIFE 5W30 (SN) | 7.75 | 0.00 | 38.75 |
| 0.5 | 5W30MAXB | C | | VALVOLINE MAXLIFE 5W30 (SN) | 7.75 | 0.00 | 3.88 |
| 1 | L26127 | S | | OIL FILTER | 2.99 | 5.25 | 8.24 |
| 1 | LUBE | S | | LUBE(IF POSSIBLE) | | | NO CHARGE |
| 1 | BATCK | S | | FREE BATTERY CHECK | | | NO CHARGE |
| 1 | OILRF | S | | *****RECYCLE***** ENVIRONMENTAL COST--- FOR THE DISPOSAL OF WASTE OIL. | 2.90 | 0.00 | 2.90 |
| 1 | TR | C | | TIRE ROTATION | | | NO CHARGE |
| 1 | OUTSE | R | | OVERSIZED DRAIN PLUG | 5.99 | 0.00 | 5.99 |
| 1 | BI | S | A | INSPECT BRAKES | | | NO CHARGE |
| | | | | JOB DISCOUNT: | (72.61) | (32.25) | (104.86) |
| | | | | TOTAL SERVICE: | | | 8.89 |
| BRAKES | | | | | | | |
| 1 | BFF | S | | BRAKE FLUID EXCHANGE | 35.99 | 69.00 | 104.99 |
| 1 | *BFF | S | | Discount On BFF | (35.99) | (69.00) | (104.99) |
| | | | | OVERALL | | | 0.00 |
| 1 | D1432CP | S | F | * PREMIUM CERAMIC PAD | 99.99 | 80.00 | 179.99 |
| 2 | L0510 | S | F | INSTALL ROTORS | 0.00 | 30.00 | 60.00 |

SEE NEXT PAGE
 INVOICE INVOICE MR. TIRE AUTO CENTERS # [REDACTED] INVOICE

All parts are new unless otherwise specified. Please see reverse for warranty details.
 I acknowledge that this invoice is for services rendered by [Mr. Tire Inc.] and now, in acceptance of such service, make payment in the amount set forth on this invoice, if there was an increase in the original estimated price.
 I acknowledge notice and approval of such increase.

I certify that all repairs were properly completed

CAUTION: Owners of Mag, Custom, Alloy, or Dual Wheels must have lug-nuts retorqued after 25 miles or 24 hours!
 The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Did you have a 5-star visit today? Let us know

MR. TIRE AUTO CENTERS # 1412
1563 BLOWING ROCK ROAD
BOONE, NC 28607
(828)262-3555

| | | |
|--|-------------------------------|-----------------------------------|
| Customer ID: [REDACTED] | Year: 2013 | Date/Time: 02/14/19 16:38:30 |
| Name: [REDACTED] | Make: KIA | Estimate #: [REDACTED] |
| Address: [REDACTED] | Model: SORENTO | Invoice #: [REDACTED] |
| Address 2: [REDACTED] | Lic No: [REDACTED] | PO Number: [REDACTED] |
| City, State, Zip: SUGAR GROVE, NC [REDACTED] | VIN: 5XYKTDA2XDG [REDACTED] | Unit Number: [REDACTED] |
| Home Phone: [REDACTED] | Color: [REDACTED] | Email Address: [REDACTED] |
| Work Phone: [REDACTED] | Engine: 3.5L GAS DOHC (VIN 2) | Fleet/Wholesale: N |
| Other Phone: [REDACTED] | Mileage In: 90105 | Est Created On: 02/14/19 07:39:13 |
| Tax Exempt #: [REDACTED] | Mileage Out: 90105 | |
| Manager: JEFFREY SELDOMRIDGE | Inspect Due: 12/01/20 | |

Services Requested:
OIL ONLY

| Qty. | Part # | Sales Status Code | Car Loc | Description | Part | Labor | Amount |
|---|-----------|-------------------|---------|--|---------|---------|---------------|
| Tire Inflation: Not Available Torque: Not Available | | | | | | | |
| COMPLIMENTARY WITH EVERY VISIT | | | | | | | |
| 1 | CI | | | COURTESY INSPECTION | | | COMPLIMENTARY |
| 1 | SM | | | SCHED. MAINT. REVIEW | | | COMPLIMENTARY |
| SERVICE | | | | | | | |
| 5 | 5W20MAXB | S | | VALVOLINE MAXLIFE 5W20 (SN) | 7.75 | 0.00 | 38.75 |
| 0.5 | 5W20MAXB | S | | VALVOLINE MAXLIFE 5W20 (SN) | 7.75 | 0.00 | 3.88 |
| 1 | L26127 | S | | OIL FILTER | 2.99 | 5.25 | 8.24 |
| 1 | LUBE | S | | LUBE(IF POSSIBLE) | | | NC |
| 1 | BATCK | S | | FREE BATTERY CHECK | | | NC |
| 1 | OILRF | S | | *****RECYCLE***** ENVIRONMENTAL COST--- FOR THE DISPOSAL | 2.90 | 0.00 | 2.90 |
| 1 | L0920 | S | | OF WASTE OIL | | | |
| 1 | ALIGNCK | S | | ROTATE 4 TIRES | 0.00 | 12.00 | 12.00 |
| 1 | BI | S | A | ALIGNMENT CHECK. | 0.00 | 55.00 | 55.00 |
| | | | | INSPECT BRAKES | | | NC |
| | | | | JOB DISCOUNT | (21.29) | (33.71) | (55.00) |
| | | | | TOTAL SERVICE: | | | 65.77 |
| TIRE | | | | | | | |
| 4 | 356229026 | S | A | * KELLY EDGE A/S | 106.99 | 0.00 | 427.96 |
| | | | | Tire Size: 235/65R17 Speed Rating: H Ply: 04 | | | |
| | | | | Load Range: B Sidewall: VSB Load Index: 104 | | | |
| | | | | Mileage Warranty: 55000 | | | |


PRORATE \$169 OFF
DOT Numbers:

SEE NEXT PAGE
 INVOICE INVOICE MR. TIRE AUTO CENTERS # [REDACTED] INVOICE

I certify that all repairs were properly completed. _____
 Customer Signature

I acknowledge that this invoice is for services rendered by [Monro Inc.] and now, in acceptance of such service, make payment in the amount set forth on this invoice. If there was an increase in the original estimated price, I acknowledge notice and approval of such increase. _____
 Company Authorized Representative

CAUTION: Owners of Mag, Custom, Alloy, or Dual Wheels must have lug-nuts retorqued after 25 miles or 24 hours!
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Did you have a 5-star visit today? Let us know 



MR. TIRE AUTO CENTERS # 1412
1563 BLOWING ROCK ROAD
BOONE, NC 28607
(828)262-3555

| | | |
|---|--------------------------------------|--|
| Customer ID: [REDACTED] | Year: 2013 | Date/Time: 11/16/18 16:42:03 |
| Name: [REDACTED] | Make: KIA | Estimate #: [REDACTED] |
| Address: [REDACTED] | Model: SORENTO | Invoice #: [REDACTED] |
| Address 2: [REDACTED] | Lic No: [REDACTED] | PO Number: [REDACTED] |
| City, State, Zip: SUGAR GROVE, NC [REDACTED] | VIN: 5XYKTDA2XDG [REDACTED] | Unit Number: [REDACTED] |
| Home Phone: [REDACTED] | Color: [REDACTED] | Email Address: [REDACTED] |
| Work Phone: [REDACTED] | Engine: 3.5L GAS DOHC (VIN 2) | Fleet/Wholesale: N |
| Other Phone: [REDACTED] | Mileage In: 85180 | Est Created On: 11/16/18 07:41:18 |
| Tax Exempt #: [REDACTED] | Mileage Out: 85180 | |
| Manager: ERIC BURNS | Inspect Due: 12/01/18 | |

Services Requested:
 OIL CHANGE, TIRE ROTATION

| Qty. | Part # | Sales Status Code | Car Loc | Description | Part | Labor | Amount |
|---|----------|-------------------|---------|---|---------|--------|---------|
| Tire Inflation: Not Available Torque: Not Available | | | | | | | |
| SERVICE | | | | | | | |
| 5 | 5W30MAXB | S | | VALVOLINE MAXLIFE 5W30 (SN) | 7.75 | 0.00 | 38.75 |
| 0.5 | 5W30MAXB | S | | VALVOLINE MAXLIFE 5W30 (SN) | 7.75 | 0.00 | 3.88 |
| 1 | L26127 | S | | OIL FILTER | 2.99 | 5.25 | 8.24 |
| 1 | LUBE | S | | LUBE(IF POSSIBLE) | | | NC |
| 1 | BATCK | S | | FREE BATTERY CHECK | | | NC |
| 1 | OILRF | S | | *****RECYCLE***** ENVIRONMENTAL COST-- FOR THE DISPOSAL OF WASTE OIL | 2.90 | 0.00 | 2.90 |
| 1 | L0921 | S | | ROTATE 4 TIRES NC | | | NC |
| 1 | BI | S | A | INSPECT BRAKES | | | NC |
| | | | | JOB DISCOUNT: | (16.14) | (1.86) | (18.00) |
| | | | | TOTAL SERVICE: | | | 35.77 |
| MISCELLANEOUS | | | | | | | |
| 1 | FEE | S | | SHOP SUPPLY FEE This charge represents shop supply and equipment costs and may include profits. | 5.37 | 0.00 | 5.37 |
| | | | | TOTAL MISCELLANEOUS: | | | 5.37 |

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 43.92 Date: 11/16/2018 APPROVAL #: [REDACTED] ENTRY: CHIP
 CREDIT CARD # XXXX-XXXX-XXX [REDACTED]
 AID: A0000000980840 Terminal ID: 348466002

INVOICE INVOICE MR. TIRE AUTO CENTERS [REDACTED] INVOICE

All parts are new unless otherwise specified. Please see reverse for warranty details.
 I acknowledge that this invoice is for services rendered by [Mopar Inc.] and now, in acceptance of such service, make payment in the amount set forth on this invoice. If there was an increase in the original estimated price, I acknowledge notice and approval of such increase.

I certify that all repairs were properly completed.

CAUTION: Owners of Mag, Custom, Alloy, or Dual Wheels must have lug-nuts retorqued after 25 miles or 24 hours!
 The Company will gladly retorqued these lug-nuts once after the first 25 miles at no charge.

Did you have a 5-star visit today? Let us know

| | | | |
|-------------------|-----------|-------------|-------|
| TECH: 093694-0.00 | J. HARRIS | SUB TOTAL | 41.14 |
| | | SALES TAX | 2.78 |
| | | GRAND TOTAL | 43.92 |

PAY AMT
 VISA 43.92 11/16/2018

PAYMENT COLLECTED BY: E. BURNS

CUSTOMER COPY



is excited to be
joining forces with



MR. TIRE AUTO CENTERS # 1412
1563 BLOWING ROCK ROAD
BOONE, NC 28607
(828)262-3555

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: SUGAR GROVE, NC, [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Other Phone: (-)
Tax Exempt #:
Manager: ERIC BURNS
Services Requested:

Year: 13
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYKTDAXDG [REDACTED]
Color:
Engine: 3.5L
Mileage In: 79329
Mileage Out: 79329

Date/Time: 07/03/18 16:51:44
Estimate #: [REDACTED]
Invoice #: [REDACTED]
Key Tag:
PO Number:
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number:
Est Created On: 07/03/18 07:28:58

OIL CHANGE, TIRE ROTATION, CHECK BRAKES, CHECK PASSENGER SIDE RUNNING LIGHT CONNECTOR?

NOTICE TO CUSTOMERS

| Qty. | Part # | Sales Status Code | Description | Loc | Warr | List | Net | Labor | Amount |
|-------------------------------|-----------|-----------------------|---|--|------|--------|--------|--------|---------|
| Tire Inflation: Not Available | | Torque: Not Available | | | | | | | |
| BRAKES | | | | | | | | | |
| 1 | BFF | S | BRAKE SYSTEM FLUSH | 60 | | 45.99 | 25.00 | 69.00 | 94.00 |
| 1 | L0335 | S | Clean and Lube Caliper Slides and braking system on opposite axle. Adjust brakes where applicable. | 60 | | 0.00 | 0.00 | 49.00 | 49.00 |
| | | | | OVERALL | | 143.00 | | | |
| 1 | D1284CP | S | * CERAMIC BRAKE PADS | B | 20 | 69.99 | 69.99 | 80.00 | 149.99 |
| 2 | 52-180392 | S | BRAKE ROTOR | B | 40 | 100.00 | 59.99 | 21.00 | 161.98 |
| | | | | TOTAL REAR BRAKES: | | 311.97 | | | |
| | | | | JOB DISCOUNT: | | | (6.14) | (6.86) | (13.00) |
| | | | | TOTAL BRAKES | | 441.97 | | | |
| SERVICE | | | | | | | | | |
| 5 | 5W30MAXB | S | VALVOLINE MAXLIFE 5W30 (SN) | 60 | | 7.75 | 7.75 | 0.00 | 38.75 |
| 0.5 | 5W30MAXB | S | VALVOLINE MAXLIFE 5W30 (SN) | 60 | | 7.75 | 7.75 | 0.00 | 3.88 |
| 1 | L26127 | S | OIL FILTER | 60 | | 2.99 | 2.99 | 5.25 | 8.24 |
| 1 | LUBE | S | LUBE (IF POSSIBLE) | 60 | | 15.00 | 0.00 | 0.00 | 0.00 |
| 1 | BATCK | S | FREE BATTERY CHECK | 60 | | 0.00 | 0.00 | 0.00 | 0.00 |
| 1 | OILRF | S | *****RECYCLE***** | 60 | | 2.90 | 2.90 | 0.00 | 2.90 |
| | | | | ENVIRONMENTAL COST-- FOR THE DISPOSAL OF WASTE OIL. | | | | | |
| 1 | L0920 | S | ROTATE 4 TIRES | 60 | | 0.00 | 0.00 | 0.00 | 0.00 |
| 1 | BI | S | INSPECT BRAKES | A | 60 | 0.00 | 0.00 | 0.00 | 0.00 |
| | | | | TOTAL SERVICE: | | 53.77 | | | |
| MISCELLANEOUS | | | | | | | | | |
| 1 | FEE | S | SHOP SUPPLY FEE This charge represents shop supply and equipment costs and may include profits. | 0 | | 5.00 | 5.00 | 0.00 | 5.00 |
| | | | | TOTAL MISCELLANEOUS: | | 5.00 | | | |

Unless otherwise specified, all labor charges are priced on based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the period of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

The undersigned acknowledges that this invoice is for services rendered by Mr. Tire and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay all and all costs of collection incurred by Mr. Tire, including reasonable attorney fees, and returned check charges, in the event that for any reason, payment is not received by Mr. Tire. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

*** Customer Wishes To Discard Old Parts ***

INVOICE INVOICE MR. TIRE AUTO CENTERS # [REDACTED] INVOICE
CUSTOMER COPY
SEE NEXT PAGE



is excited to be joining forces with



MR. TIRE AUTO CENTERS # 1412
1563 BLOWING ROCK ROAD
BOONE, NC 28607
(828)262-3555

Customer ID: [Redacted]
Name: [Redacted]
Address: [Redacted]
City, State, Zip/Postal Code: SUGAR GROVE, NC [Redacted]
Home Phone: [Redacted]
Work Phone: [Redacted]
Other Phone: () - [Redacted]
Tax Exempt #:
Manager: ERIC BURNS
Services Requested: OIL, LUBE & FILTER, TIRE ROTATION

Year: 13
Make: KIA
Model: SORENTO
Lic No: [Redacted]
VIN: 5XYKTDAXZDG [Redacted]
Color:
Engine: 3.5L
Mileage In: 75269
Mileage Out: 75269

Date/Time: 04/26/18 17:08:13
Estimate #: [Redacted]
Invoice #: [Redacted]
Key Tag: [Redacted]
PO Number: [Redacted]
Email Address: [Redacted]
Fleet/Wholesale: N
Unit Number:
Est Created On: 04/26/18 07:49:15

Table with columns: Qty, Part #, Sales Status Code, Description, Loc, Warr, List, Net, Labor, Amount. Includes items like VALVOLINE MAXLIFE, OIL FILTER, LUBE, FREE BATTERY CHECK, ROTATE 4 TIRES, INSPECT BRAKES, SHOP SUPPLY FEE.

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are priced on based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the period of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All persons' items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

The undersigned acknowledges that this invoice is for services rendered by Mr. Tire and now requires payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Mr. Tire, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Mr. Tire. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial: _____

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

*** Customer Wishes To Discard Old Parts ***

These parts were declined by the customer:

Table with columns: Qty, Part #, Description, List, Net, Labor, Amount. Includes items like BRAKE SYSTEM FLUSH, AIR FILTER, POWER STEERING FLUID, PWR STEERING FLUID, VALV P/S FLUSH KIT.

INVOICE INVOICE MR. TIRE AUTO CENTERS # [Redacted] INVOICE
SEE NEXT PAGE CUSTOMER COPY



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MR. TIRE AUTO CENTERS # 1412
1563 BLOWING ROCK ROAD
BOONE, NC 28607
(828)262-3555

Customer ID:
Name:
Address:
Address 2:
City, State, Zip/Postal Code: SUGAR GROVE, NC,
Home Phone:
Work Phone:
Other Phone:
Tax Exempt #:
Manager: JORDAN SWEET
Services Requested:
LOF & ROTATE TIRES CK. AIR FILTER

Year: 13
Make: KIA
Model: SORENTO
Lic No:
VIN: 5XYKTDAXZDG
Color:
Engine: 3.5L
Mileage In: 71349
Mileage Out: 71349

Date/Time: 02/13/18 12:25:45
Estimate #:
Invoice #:
Key Tag:
PO Number:
Email Address:
Fleet/Wholesale: N
Unit Number:
Est Created On: 02/13/18 08:10:37

Table with columns: Qty, Part #, Sales Status Code, Description, Loc, Warr, List, Net, Labor, Amount. Includes rows for SERVICE (VALVOLINE MAXLIFE, OIL FILTER, etc.) and MISCELLANEOUS (SHOP SUPPLY FEE).

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the period of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (N/C, Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

The undersigned acknowledges that this invoice is for services rendered by Mr. Tire and now tenders payment (either in cash, check, credit card or other charges) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Mr. Tire, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Mr. Tire. An expressed merchant's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repairs.

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 44.44 Date: 2/13/2018 APPROVAL #
CREDIT CARD # XXXX-XXXX-XXXX
AID: A0000000980840 Terminal ID: 34660001

ENTRY: CHIP

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

PAY AMT
VISA 44.44 2/13/2018

SUB TOTAL 41.63
SALES TAX 2.81
GRAND TOTAL 44.44

PAYMENT COLLECTED BY: N. RICHARDS
TECH: 079044-0.00 R. ROOK



is excited to be
joining forces with



MR. TIRE AUTO CENTERS # 1412
1563 BLOWING ROCK ROAD
BOONE, NC 28607
(828)262-3555

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: SUGAR GROVE, NC, [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: JORDAN SWEET
Services Requested:
LOF & ROTATE TIRES CK. AIR FILTER, NCSI

Year: 13
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYKTDAXDG [REDACTED]
Color: [REDACTED]
Engine: 3.5L
Mileage In: 68547
Mileage Out: 68547

Date/Time: 12/07/17 12:00:19
Estimate #: [REDACTED]
Invoice #: [REDACTED]
Key Tag: [REDACTED]
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number: [REDACTED]
Est Created On: 12/07/17 07:53:09

| Qty. | Part # | Sales Status Code | Description | Loc | Warr | List | Net | Labor | Amount |
|---|-------------|-------------------|---|-----|-------|-------|------|-------|--------|
| Tire Inflation: Not Available Torque: Not Available | | | | | | | | | |
| TIRE SERVICE | | | | | | | | | |
| 1 | L0902 | S | WHEEL BALANCE | A | 60 | 0.00 | 0.00 | 0.00 | 0.00 |
| | | | TOTAL TIRE SERVICE: | | 0.00 | | | | |
| SERVICE | | | | | | | | | |
| 1 | 10NCS | S | NC SAFETY INSPECTION | | 0 | 0.85 | 0.85 | 12.75 | 13.60 |
| 5 | 5W30MAXB | S | VALVOLINE MAXLIFE 5W30 (SN) | | 60 | 6.50 | 4.00 | 2.00 | 30.00 |
| 1 | L26127 | S | OIL FILTER | | 60 | 7.99 | 4.95 | 0.00 | 4.95 |
| 1 | 5QTMAXLIFE2 | S | MAXLIFE LOF | | 60 | 0.00 | 0.00 | 0.00 | 0.00 |
| 1 | BATCK | S | FREE BATTERY CHECK | | 60 | 0.00 | 0.00 | 0.00 | 0.00 |
| 1 | OILRF | S | ****RECYCLE**** | | 60 | 2.90 | 2.90 | 0.00 | 2.90 |
| | | | ENVIRONMENTAL COST--- FOR THE DISPOSAL OF WASTE OIL. | | | | | | |
| 1 | LUBE | S | LUBE(IF POSSIBLE) | | 60 | 15.00 | 0.00 | 0.00 | 0.00 |
| 1 | LUBE | S | LUBE(IF POSSIBLE) | | 60 | 15.00 | 0.00 | 0.00 | 0.00 |
| 1 | L0920 | S | ROTATE 4 TIRES | | 60 | 0.00 | 0.00 | 0.00 | 0.00 |
| | | | TOTAL SERVICE | | 51.45 | | | | |
| MISCELLANEOUS | | | | | | | | | |
| 1 | FEE | S | SHOP SUPPLY FEE This charge represents costs and profits to the motor vehicle facility for miscellaneous shop supplies or waste oil. | | 0 | 5.14 | 5.14 | 0.00 | 5.14 |
| | | | TOTAL MISCELLANEOUS: | | 5.14 | | | | |

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the period of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

The undersigned acknowledges that this invoice is for services rendered by Mr. Tire and how he/she pays payment (either in cash, check, credit card or other charges) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Mr. Tire, including reasonable attorney fees and returned check charges, in the event that for any reason, payment is not received by Mr. Tire. An expressed mechanic lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts vehicle during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial: _____

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

PAY TYPE: VISA 59.49 Date: 12/7/2017 APPROVAL # [REDACTED] ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXX [REDACTED]
AID: A0000000980840 Terminal ID: 348466002

INVOICE INVOICE MR. TIRE AUTO CENTERS [REDACTED] INVOICE
CUSTOMER COPY

SEE NEXT PAGE



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MR. TIRE AUTO CENTERS # 1412
1563 BLOWING ROCK ROAD
BOONE, NC 28607
(828)262-3555

Customer ID: [Redacted]
Name: [Redacted]
Address: [Redacted]
Address 2: [Redacted]
City, State, Zip/Postal Code: SUGAR GROVE, NC, [Redacted]
Home Phone: [Redacted]
Work Phone: [Redacted]
Other Phone: [Redacted]
Tax Exempt #: [Redacted]
Manager: JOHNSIE GLENN
Services Requested: LOF & ROTATE TIRES CK. AIR FILTER

Year: 13
Make: KIA
Model: SORENTO
Lic No: [Redacted]
VIN: 5XYKTDAXDGD [Redacted]
Color: [Redacted]
Engine: 3.5L
Mileage In: 65654
Mileage Out: 65654

Date/Time: 10/12/17 12:46:00
Estimate #: [Redacted]
Invoice #: [Redacted]
Key Tag: [Redacted]
PO Number: [Redacted]
Email Address: [Redacted]
Fleet/Wholesale: N
Unit Number: [Redacted]
Est Created On: 10/12/17 08:08:41

Table with columns: Qty, Part #, Sales Status Code, Description, Loc, Warr, List, Net, Labor, Amount. Includes rows for Tire Inflation, SERVICE (VALVOLINE MAXLIFE, OIL FILTER, MAXLIFE LOF, FREE BATTERY CHECK, OILRF, LUBE, TIREROTATE), and MISCELLANEOUS (SHOP SUPPLY FEE).

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the barrier of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. used or rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

The undersigned acknowledges that this invoice is for services rendered by Mr. Tire and now tenders payment (either in cash, check, credit card or other acceptable form) in full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Mr. Tire, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Mr. Tire. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts ordered during such repair.

*** Customer Wishes To Discard Old Parts ***

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

PAY TYPE: VISA 44.44 Date: 10/12/2017 APPROVAL # [Redacted] ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXX [Redacted]
AID: A0000000980840 Terminal ID: 348466002

PAY AMT 44.44 10/12/2017
SUB TOTAL 41.63
SALES TAX 2.81
GRAND TOTAL 44.44

PAYMENT COLLECTED BY: J. GLENN
TECH: 086909-0.00 J. NORRIS



is excited to be joining forces with



MR. TIRE AUTO CENTERS # 1412
1563 BLOWING ROCK ROAD
BOONE, NC 28607
(828)262-3555

Customer ID: [Redacted]
Name: [Redacted]
Address: [Redacted]
Address 2: [Redacted]
City, State, Zip/Postal Code: SUGAR GROVE, NC, [Redacted]
Home Phone: [Redacted]
Work Phone: [Redacted]
Other Phone: [Redacted]
Tax Exempt #: [Redacted]
Manager: JORDAN HENDERSON
Services Requested:

Year: 13
Make: KIA
Model: SORENTO
Lic No: [Redacted]
VIN: 5XYKTDAZXDG [Redacted]
Color: [Redacted]
Engine: 3.5L
Mileage In: 62115
Mileage Out: 62115

Date/Time: 07/31/17 12:40:17
Estimate #: [Redacted]
Invoice #: [Redacted]
Key Tag: [Redacted]
PO Number: [Redacted]
Email Address: [Redacted]
Fleet/Wholesale: N
Unit Number: [Redacted]
Est Created On: 07/31/17 08:16:46

LOF & ROTATE TIRES CK. AIR FILTER, CHECK FOR LIGHTS OUT

Table with columns: Qty, Part #, REC, Description, Loc, Warr, List, Net, Labor, Amount. Includes items like VALVOLINE MAXLIFE 5W30, OIL FILTER, MAXLIFE LOF, FREE BATTERY CHECK, and LUBE.

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are performed or based on flat rate manuals and not actual time spent. Unless otherwise specified, all parts and labor are warranted for the period of 90 days or 4,000 miles.

Manager's Initials

The undersigned acknowledges that this invoice is for services rendered by Mr. Tire and now tender's payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice.

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 60.75 Date: 7/31/2017 APPROVAL # [Redacted] ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX [Redacted]
AID: A0000000980840 Terminal ID: 348466002

Print Name
Customer Signature
CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours!
Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

Summary table with columns: PAY, AMT, SUB TOTAL, SALES TAX, GRAND TOTAL. Values: 60.75, 56.91, 3.84, 60.75.

PAYMENT COLLECTED BY: J. GLENN
TECH, 077746-0.30 S. WARD



is excited to be joining forces with



MR. TIRE AUTO CENTERS # 1412
1563 BLOWING ROCK ROAD
BOONE, NC 28607
(828)262-3555

Customer ID:
Name:
Address:
Address 2:
City, State, Zip/Postal Code: SUGAR GROVE, NC
Home Phone:
Work Phone:
Other Phone:
Tax Exempt #:
Manager: ERIC BURNS
Services Requested:
LOF & ROTATE TIRES CK. AIR FILTER

Year: 13
Make: KIA
Model: SORENTO
Lic No:
VIN: 5XYKTDAXDGG
Color:
Engine: 3.5L
Mileage In: 57162
Mileage Out: 57162

Date/Time: 05/08/17 13:11:09
Estimate #:
Invoice #:
Key Tag:
PO Number:
Email Address:
Fleet/Wholesale: N
Unit Number:
Est Created On: 05/08/17 08:16:29

Table with columns: Qty, Part #, REC, Description, Loc, Warr, List, Net, Labor, Amount. Includes rows for Tire Inflation, SERVICE (VALVOLINE MAXLIFE, OIL FILTER, BATTERY CHECK, OIL, LUBE), and MISCELLANEOUS (SHOP SUPPLY FEE).

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual-time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.
I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

The undersigned acknowledges that this invoice is for services rendered by Mr. Tire and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Mr. Tire, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Mr. Tire. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

*** Customer Wishes To Discard Old Parts ***

These parts were declined by the customer:

Table with columns: Qty, Part #, REC, Description, Loc, Warr, List, Net, Labor, Amount. Includes rows for BRAKE SYSTEM FLUSH and VALV P/S FLUSH KIT.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

PAY TYPE: VISA 44.44 Date: 5/8/2017 APPROVAL #
CREDIT CARD #: XXXX-XXXX-XXXX
AID: A0000000980840 Terminal ID: 348466002

Table with columns: PAY, AMT, SUB TOTAL, SALES TAX, GRAND TOTAL. Values: VISA 44.44 5/8/2017, 41.63, 2.81, 44.44.

PAYMENT COLLECTED BY: J. GLENN
TECH: 077745-0,20 D. COOK



MR. TIRE AUTO CENTERS # 1412
1563 BLOWING ROCK ROAD
BOONE, NC 28607
(828)262-3555

is excited to be
 joining forces with

Customer ID: [REDACTED]
 Name: [REDACTED]
 Address: [REDACTED]
 Address 2: [REDACTED]
 State/Zip/Postal Code: SUGAR GROVE, NC, [REDACTED]
 Home Phone: [REDACTED]
 Work Phone: [REDACTED]
 Fax Phone: [REDACTED]
 Exempt #: [REDACTED]
 Manager: JORDAN HENDERSON
 Services Requested:
 ROT & ROTATE TIRES CK AIR FILTER

Year: 13
 Make: KIA
 Model: SORENTO
 Lic No: [REDACTED]
 VIN: 5XYKTD4ZXDG [REDACTED]
 Color: [REDACTED]
 Engine: 3.5L
 Mileage In: 53744
 Mileage Out: 53744

Date/Time: 02/28/17 16:37:28
 Estimate #: [REDACTED]
 Invoice #: [REDACTED]
 Key Tag: [REDACTED]
 PO Number: [REDACTED]
 Email Address: need
 Fleet/Wholesale: N
 Unit Number: [REDACTED]
 Est Created On: 02/28/17 08:02:49

| Part # | REC | Description | Loc | Warr | List | Net | Labor | Amount |
|--|-----|-----------------------------------|------------------------------|------|--------|--------|-------|---------------|
| Inflation: Not Available Torque: Not Available | | | | | | | | |
| TIRE SERVICE | | | | | | | | |
| L0269 | S | WHEEL ALIGNMENT | A | 60 | 0.00 | 0.00 | 79.99 | 79.99 |
| L0902 | S | WHEEL BALANCE | A | 60 | 0.00 | 0.00 | 0.00 | 0.00 |
| TOTAL TIRE SERVICE: | | | | | | | | 79.99 |
| WASH & LUBE SERVICE | | | | | | | | |
| SW30MAXB | S | VALVOLINE MAXLIFE 5W30 (SN) | | 60 | 6.50 | 6.50 | 0.00 | 32.50 |
| OUTK | S | R84050 OIL FILTER | | 60 | 7.99 | 7.99 | 6.50 | 14.49 |
| LUBE | S | LUBE(IF POSSIBLE) | | 60 | 15.00 | 0.00 | 0.00 | 0.00 |
| BATCH | S | FREE BATTERY CHECK | | 60 | 0.00 | 0.00 | 0.00 | 0.00 |
| OILRF | S | *****RECYCLE***** | | 60 | 2.90 | 2.90 | 0.00 | 2.90 |
| ENVIRONMENTAL COST— FOR THE DISPOSAL OF WASTE OIL | | | | | | | | |
| BI | S | INSPECT BRAKES | A | 60 | 0.00 | 0.00 | 0.00 | 0.00 |
| TIREROTATE | S | TIRE ROTATION | A | 60 | 0.00 | 0.00 | 0.00 | 0.00 |
| TT | S | TIRE ADD ON PARTS | A | 60 | 0.00 | 0.00 | 0.00 | 0.00 |
| L0945 | S | STANDARD VALVE STEM | A | 60 | 0.00 | 0.00 | 0.00 | 0.00 |
| OTD | S | ON THE RIM & OUT THE DOOR | A | 60 | 0.00 | 0.00 | 0.00 | 0.00 |
| OTR | S | TIRE MOUNTING & LIFETIME ROTATION | A | 60 | 0.00 | 0.00 | 0.00 | 0.00 |
| TOTAL SERVICE: | | | | | | | | 49.89 |
| 356229026 | R | * KELLY EDGE A/S | A | 70 | 160.99 | 149.99 | 0.00 | 599.96 |
| Tire Size: 235/65R17 Speed Rating: H Ply: 04 Load Range: B Sidewall: VSB Load Index: 104 Mileage Warranty: 55000 | | | | | | | | |
| DOT Numbers: | | | | | | | | |
| pj81lj1r5116 | | | Mfg. Date: 51st week of 2016 | | | | | |
| pj81lj1r5016 | | | Mfg. Date: 50th week of 2016 | | | | | |
| pj81lj1r4216 | | | Mfg. Date: 42nd week of 2016 | | | | | |
| pj81lj1r4316 | | | Mfg. Date: 43rd week of 2016 | | | | | |
| TR2 | S | TIRE RECYCLING FEE | A | 0 | 2.00 | 2.00 | 0.00 | 8.00 |
| NCTF | S | NC TIRE TAX (2%) | A | 0 | 3.22 | 3.22 | 0.00 | 12.88 |
| TPKIT | S | TPMS STEM SEAL KIT | A | 60 | 4.99 | 4.99 | 6.99 | 47.92 |
| TOTAL TIRE: | | | | | | | | 668.76 |

NOTICE TO CUSTOMERS
 Unless otherwise specified, all labor charges are based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the period of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform the repair. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanics work was performed satisfactorily.

Manager's Initials

The undersigned acknowledges that this invoice is for services rendered by Mr. Tire and how tender's payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Mr. Tire, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Mr. Tire. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial: _____

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.



www.jiffylube.com

Jiffy Lube # 1311
A. C. Enterprises, Inc.
2801 N ROAN ST
JOHNSON CITY, TN 37601
(423) 283-4441

WORK ORDER #
DATE: 11/22/16 08:36 AM
INVOICE #

CUSTOMER INFORMATION VEHICLE INFORMATION

2013
KIA
SORENTO
3.5L 6Cyl ([2]) Fuel Injected
LICENSE PLATE:
MILEAGE: 48,710
OIL CHANGE INTERVAL: 5000

Table with 3 columns: DESCRIPTION, QTY, PRICE. Includes items like SIGNATURE SERV PREMIUM 4X4, OIL FILTER CH10855, SPECIAL FILTER CHARGE \$3, CASTROL CONV SAE 10W30 SN.

SERVICE CHECKLIST

Table with 4 columns: Item, Status, Item, Status. Includes CHANGE OIL, CHECK AIR FILTER, VACUUM FLOORS, etc.

SERVICE COMMENTS

QUALITY INSPECTION BY M. SUSU
COOLANT LOW - DECLINED TOP OFF
REC. REPLACE CABIN AIR FILTER
AIR FILTER REPL. RECOMMENDED
DRAIN PLUG GASKET REPLACED
REAR DIFF CHECK PLUG GASKET REPLACED

SERVICE HISTORY

Table with 4 columns: DATE, LOCATION, MILEAGE, SERVICES. Shows service dates from 04/15/2016 to 09/08/2016.

SERVICES PERFORMED BY

UPPER BAY: JESSE L. LOWER BAY: LEE M.
CSA: JOSH S. CT: CORY S.
TIRE TECH: JESSE L. CASHIER: MICHAEL S.

PAYMENT INFORMATION

Table with 2 columns: Item, Amount. Includes GROSS SALES (46.49), NET SALES (46.49), LOCAL (1.16), STATE (3.25), TOTAL DUE (50.90), CREDIT CARD (50.90).



AUTHORIZED AND RECEIVED BY

Cardholder acknowledges receipt of goods and/or services in the amount of the Total shown here on and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.

MESSAGES

THANK YOU FOR USING THE
JOHNSON CITY JIFFY LUBE!





www.jiffylube.com

Jiffy Lube # 1311
A. C. Enterprises, Inc.
2801 N ROAN ST
JOHNSON CITY, TN 37601
(423) 283-4441

WORK ORDER #
DATE: 09/08/16 08:47 AM
INVOICE #:

CUSTOMER INFORMATION VEHICLE INFORMATION

2013
KIA
SORENTO
3.5L 6Cyl ([2]) Fuel Injected
LICENSE PLATE:
MILEAGE: 43,429
OIL CHANGE INTERVAL: 5000

Table with 3 columns: DESCRIPTION, QTY, PRICE. Includes items like SIGNATURE SERV PREMIUM 4X4, OIL FILTER CH10855, SPECIAL FILTER CHARGE \$3, CASTROL CONV SAE 10W30 SN, and TIRE ROTATION.

SERVICE CHECKLIST

Table with 4 columns: Item, Status, Item, Status. Includes items like CHANGE OIL, CHECK AIR FILTER, VACUUM FLOORS, * COMPLIMENTARY SERVICES, FILL TRANSMISSION/TRANSAXLE, FILL POWER STEERING FLUID, FILL BATTERY WATER, BREATHER ELEMENT, FRONT DIFFERENTIAL, CHECK BRAKE FLUID, CHANGE OIL FILTER, CHECK WIPER BLADES, WASH EXTERIOR WINDOWS, LUBRICATE CHASSIS, FILL DIFFERENTIAL FLUID, FILL WINDSHIELD WASHER FLUID, INFLATE TIRES TO PRESSURE, PCV VALVE, TRANSFER CASE, WINDOW STICKER.

SERVICE COMMENTS

QUALITY INSPECTION BY M. SUSU

SERVICE HISTORY

Table with 4 columns: DATE, LOCATION, MILEAGE, SERVICES. Shows service history for 07/06/2016 and 04/15/2016.

SERVICES PERFORMED BY:

UPPER BAY: MICHAEL S. LOWER BAY: LEE M.
CSA: BILLY E. CT: LOGAN P.
CT: LOGAN P. TIRE TECH: MICHAEL S.
CASHIER: BILLY E.

PAYMENT INFORMATION

Table with 2 columns: Description, Amount. Includes GROSS SALES (66.48), 3SS 4TIR (-7.00), NET SALES (59.48), LOCAL (1.49), STATE (4.16), TOTAL DUE (65.13), CREDIT CARD (65.13), APPROVAL/REF #, DEBIT CARD.

AUTHORIZED AND RECEIVED BY

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MESSAGES

THANK YOU FOR USING THE JOHNSON CITY JIFFY LUBE!



www.jiffylube.com

Jiffy Lube # 1311
A. C. Enterprises, Inc.
2801 N ROAN ST
JOHNSON CITY, TN 37601
(423) 283-4441

WORK ORDER # [REDACTED]
DATE: 07/06/16 08:36 AM
INVOICE #: [REDACTED]

CUSTOMER INFORMATION VEHICLE INFORMATION

2013
KIA
SORENTO
3.5L 6Cyl ([2]) Fuel Injected
LICENSE PLATE [REDACTED]
MILEAGE: 39,584
OIL CHANGE INTERVAL: 3000

Table with 3 columns: DESCRIPTION, QTY, PRICE. Includes items like SIGNATURE SERV PREMIUM 4X4, OIL FILTER CH10855, SPECIAL FILTER CHARGE \$3, CASTROL CONV SAE 10W30 SN.

SERVICE CHECKLIST

Table with 4 columns: Item, Status, Item, Status. Includes CHANGE OIL, CHECK AIR FILTER, VACUUM FLOORS, etc.

SERVICE COMMENTS

QUALITY INSPECTION BY B. ELLIS
AIR FILTER REPL. RECOMMENDED
REC. REPLACE CABIN AIR FILTER

SERVICE HISTORY

Table with 4 columns: DATE, LOCATION, MILEAGE, SERVICES. Shows service on 04/15/2016 at location 1311 with 34367 miles.

SERVICES PERFORMED BY:

UPPER BAY: MICHAEL S. LOWER BAY: ROCKY M.
CSA: BILLY E. CT: JUSTIN C.
CT: JUSTIN C. CASHIER: MICHAEL S.

PAYMENT INFORMATION

Table with 2 columns: Description, Amount. Includes GROSS SALES (46.49), NET SALES (46.49), LOCAL (1.16), STATE (3.25), TOTAL DUE (50.90), CREDIT CARD (50.90).

AUTHORIZED AND RECEIVED BY

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MESSAGES

THANKYOU FOR USING THE
JOHNSON CITY JIFFY LUBE!



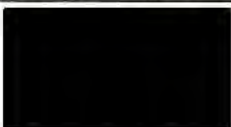
www.jiffylube.com

Jiffy Lube # 1311
A. C. Enterprises, Inc.
2801 N ROAN ST
JOHNSON CITY, TN 37601
(423) 283-4441

WORK ORDER #
DATE: 04/15/16 08:58 AM
INVOICE #
EMPLOYEES: MYS JKL RLM
BJE

CUSTOMER INFORMATION

VEHICLE INFORMATION



2013
KIA
SORENTO
3.5L 6Cyl ([2]) Fuel Injected

LICENSE PLATE
MILEAGE: 34,367
OIL CHANGE INTERVAL: 5000

Table with 3 columns: DESCRIPTION, QTY, PRICE. Includes items like SIGNATURE SERV PREMIUM 4X4, OIL FILTER CH10855, SPECIAL FILTER CHARGE \$3, CASTROL CONV SAE 10W30 SN.

SERVICE CHECKLIST

Table with 4 columns: Item, Status, Item, Status. Includes items like CHANGE OIL, CHECK AIR FILTER, VACUUM FLOORS, etc.

SERVICE COMMENTS

QUALITY INSPECTION BY C. HARRIS
AIR FILTER REPL. RECOMMENDED
COOLANT LOW - DECLINED TOP OFF

PAYMENT INFORMATION

Table with 2 columns: Item, Amount. Includes GROSS SALES, NET SALES, LOCAL, STATE, TOTAL DUE, CREDIT CARD, DEBIT CARD, APPROVAL/REF #.

AUTHORIZED AND RECEIVED BY

Cardholder acknowledges receipt of goods and/or services in the amount of the Total shown here on and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.

MESSAGES

THANKYOU FOR USING THE
JOHNSON CITY JIFFY LUBE!

