INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

CL-11474050-1000

[redacted]
Florence Colorado [redacted]
e-mai[redacted]

September 28, 2020

Re: Case No[redacted]-BLF Hyundai Sonata Defective Engine
Hyundai Consumer Affair Recall 15V56800 Engine

My reimbursement expense documents have been submitted to NationalCA@hmausa.com sonataenginesettlement@hmausa.com, HMAcampaignreimbursement@jnrcorp.com due to my 2012 Hyundai Sonata VIN 5NPEC4AB1[redacted] engine seizing on July 8, 2019.

Most recently I recently received an email stating my case is missing documents and will be closed. Attached are all the documents I've already submitted to the Hyundai Sonata campaign. I have had continued contact since July of 2019 to no avail below is two of the HMA case numbers assigned to my case.

Hyundai Motor America Case Number	[redacted]	assigned	07/12/19
Hyundai Motor America Case Number		assigned	08/29/20

This reimbursement process is very frustrating the originating request for reimbursement was over one year ago. Further aggravating is the representative requesting a copy of my loan agreement for this vehicle. Being completely discouraged this is my last resort I don't have money to hire an attorney, am I being exclude from the reimbursement portion of this Class Action.

First, I request that my out of pocket expenses be paid without further delay as all the required documents have been filed. Secondly, I request punitive damages against Hyundai Motor America Campaign Reimbursement for the unreasonable delays and continued bad behavior towards me. The second amount would be at the discretion of the courts this to discourage the defendants continued inactive and vindictive behavior.

FR

My communications with Hyundai Reimbursement;

Wednesday, July 17, 2019	jchavez@jnrcorp.com HMAcampaignreimbursement@jnrcorp.com	Response
Wednesday, July 17, 2019	Consumeraffairs@hmausa.com	Response
Friday, July 18, 2098	nationalca@hmausa.com	Request Information
Monday, July 22, 2019	sonataenginesettlement@hmausa.com jchavez@jnrcop.com hmacampaignreimbursement@jnrcorp.com	Request 1 6 Attachments
Thursday, July 25, 2019	Jchavez@jnrcop.com	Request 2 6 Attachments
Thursday, August 22, 2019	nationalca@hmausa.com sonataenginesettlement@hmausa.com hmacampaignreimbursement@jnrcorp.com	
Tuesday, September 10, 2019	hmacampaignreimbursement@jnrcorp.com Thanks for contacting Hyundai Motors https://owners.hyundaiusa.com/us/en/contact-us.hlml	

Reimbursement Other Engine Repairs	**$ 1,313.07**
Reimbursement Rental Car / Towing	**656.73**
Cash Payment – Delays 07/01/2019 – 08/01/2020	**300.00**
90 days delay original claim filed 07/22/2019	
TOTAL	**$ 2,269.80**

As I have had various communications with this reimbursement campaign, I am requesting all future communications be in writing. No telephone calls my home address and email addresses are listed above, Thank You!

[redacted]

September 28, 2020

I am requesting reimbursement for repairs performed at a Hyundai Dealership for engine stalling, knocking, engine failure, engine fire, illumination of the oil lamp or other engine short block assembly repair.

8/19/2019	Phi Long Hyundai Motor City	Invoice [redacted]	$1,313.07	Payment MC [redacted]
			TOTAL	$1,313.07

I am requesting reimbursement for rental car/towing/other costs incurred for engine stalling, knocking, engine fire, illumination of the oil lamp or other engine short block assembly repair.

7/9/19	American Transfer Towing	Dealership Sched	$70.40	Payment Visa [redacted]
7/8/2019	Auto Towing Colorado Springs	Receipt [redacted]	$123.76	Payment Visa [redacted]
7/9/2019	Goodyear Auto Service	Invoice [redacted]	$60.00	Payment Visa [redacted]
7/9/2019	Avis Car Rental 7/09 - 7/11	Receipt [redacted]	$151.38	Payment MC [redacted]
7/15/2019	Avis Car Rental 7/11 - 7/15	Receipt [redacted]	$251.19	Payment MC [redacted]
			TOTAL	$656.73

Repairs Complete	8/19/2019			
61 Days - **Original Delay Reimbursements**	10/19/2019			
90 Days / Continued Delay Reimbursements	11/17/2019	$50.00		
30 Days / Delay Reimbursements	12/17/2019	$25.00		
30 Days / Delay Reimbursements	1/16/2020	$25.00		
30 Days / Delay Reimbursements	2/15/2020	$25.00		
30 Days / Delay Reimbursements	3/16/2020	$25.00		
30 Days / Delay Reimbursements	4/15/2020	$25.00		
30 Days / Delay Reimbursements	5/15/2020	$25.00		
30 Days / Delay Reimbursements	6/14/2020	$25.00		
30 Days / Delay Reimbursements	7/14/2020	$25.00		
30 Days / Delay Reimbursements	8/14/2020	$25.00		
30 Days / Delay Reimbursements	9/14/2020	$25.00		
		$300.00	TOTAL	$300.00

Total Reimbursement $2,269.80

CC US Postage Certified Mail:

US District Court for the Northern District of California, San Jose Division
District Judge Beth Labson Freeman
280 South 1st Street Courtroom 3 – 5th Floor
San Jose, CA 95113

McCune Wright LLP
3281 East Guasti Road, Suite 100
Ontario, CA 91761

Chimicles & Tikellis LLP
One Haverford Centre
361 West Lancaster Avenue
Haverford, PA 19041

Matthew D Schelkopf
1109 Lancaster Avenue
Berwyn, PA 19312

Gibbs Law Group LLP
505 14th Street, Suite 110
Oakland, CA 94612

Bonner Walsh of Walsh PLLC
1561 Long Haul Road
Grangeville, ID 83530

Hagens Berman Sobol Spario LLP
Steve Berman
1301 Second Avenue, Suite 200
Seattle, WA 98101

Quinn Emanuel Urquhart & Sullivan LLP
Shon Morgan
865 S. Figueroa Street, 10th Floor
Los Angeles, CA 90017

Hyundai Motor Company
HMA Engine Settlement
PO Box 10759
Newport Beach, CA 92658

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Copy

HYUNDAI CLAIM FORM
Six Steps to Make a Claim

In re: Hyundai and Kia Engine Litigation, No. 8:17-cv-00838 (C.D. Cal.)
Flaherty v. Hyundai Motor Company, et al., No. 18-cv-02223 (C.D. Cal.)

[1] Verify the below information is correct. If it is incorrect or missing, please provide the information in the spaces below:

[redacted]

000-000-0000

[redacted]

P107T5667

Florence, CO [redacted]

Changes to: [redacted]

First Name: [redacted]

Last Name: [redacted]

Address 1: [redacted]

Address 2:

City: Florence State: CO

Zip Code: [redacted] -

[2] (Optional) — Please provide your email address and phone number:

Email: [redacted]

Phone: [redacted]

If you choose to provide your email address, Hyundai will contact you about the settlement by email. If not, Hyundai will contact you about the settlement at the postal address above.

[3] Please provide your Vehicle Identification Number ("VIN"). The VIN is located on a small placard on the top of the dashboard and is visible through the driver's side corner of the windshield. It also appears on your vehicle registration card and probably appears on your vehicle insurance card. Your VIN should have 17 characters, a combination of both letters and numbers.

VIN: 5NPEC4AB1CH[redacted]

For more information please view the Class Notice, call 1-866-944-7620 or visit HyundaiThetaEngineSettlement.com

Attachment A

[4] Indicate the reimbursement(s) you are claiming, the amount of the reimbursement you are requesting, and enclose the required documents. Note: More than one type of reimbursement may apply to you.

☑ **I AM REQUESTING REIMBURSEMENT FOR REPAIRS PERFORMED AT A HYUNDAI DEALERSHIP FOR ENGINE STALLING, KNOCKING, ENGINE FAILURE, ENGINE FIRE, ILLUMINATION OF THE OIL LAMP OR OTHER ENGINE SHORT BLOCK ASSEMBLY REPAIR.**

Please provide the amount of the repair cost for which you are requesting reimbursement: $ 1313.07

Documentation: Enclose a credit card receipt, receipt from the dealership, credit card statement, OR other document showing the amount that you (or a friend or family member) paid for the repair(s). (If you paid in cash and have no receipt, your signature on this claim form will constitute your attestation, under penalty of perjury, that you (or a friend or family member) paid for the repair in cash and do not have a receipt or documentation for the payment.)

☐ **I AM REQUESTING REIMBURSEMENT FOR REPAIRS PERFORMED AT A THIRD-PARTY REPAIR FACILITY (UNRELATED TO HYUNDAI) FOR ENGINE STALLING, KNOCKING, ENGINE FAILURE, ENGINE FIRE, ILLUMINATION OF THE OIL LAMP OR OTHER ENGINE SHORT BLOCK ASSEMBLY REPAIR.**

Please provide the amount of the repair cost for which you are requesting reimbursement: $ ____.__

Documentation: Enclose a repair invoice or document that shows: (i) the repair type, (ii) the repair date, and (iii) the amount paid (e.g., credit card receipt, credit card statement, or bank statement). (If you paid in cash and have no receipt, your signature on this claim form will constitute your attestation, under penalty of perjury, that you (or a friend or family member) paid for the repair in cash and do not have a receipt or documentation for the payment.)

☐ **I AM REQUESTING THE $140 GOODWILL PAYMENT FOR PREVIOUSLY DENIED WARRANTY REPAIRS.**

(If before receiving notice of this Settlement you presented a Qualifying Repair to a Hyundai dealership and were denied an in-warranty repair and subsequently obtained the Repair elsewhere, you may be eligible to receive an additional $140 goodwill payment.)

☑ **I AM REQUESTING REIMBURSEMENT FOR RENTAL CAR/TOWING/OTHER COSTS INCURRED FOR ENGINE STALLING, KNOCKING, ENGINE FAILURE, ENGINE FIRE, ILLUMINATION OF THE OIL LAMP OR OTHER ENGINE SHORT BLOCK ASSEMBLY REPAIR.**

Please provide the total amount of rental car, towing, and/or other costs (including repossession or other financing-based damages) for which you are requesting reimbursement: $ 656.73

Documentation: Enclose a receipt or document showing all of the below:

- What was purchased (e.g., a rental car or towing service)
- Date of purchase
- Amount paid (e.g., credit card receipt, credit card statement, or bank statement). (If you paid in cash and have no receipt, your signature on this claim form will constitute your attestation, under penalty of perjury, that you (or a friend or family member) paid for the repair in cash and do not have a receipt or documentation for the payment.)
- The date and nature of the corresponding repair (not needed if the repair was performed at a Hyundai dealership)

For more information please view the Class Notice, call 1-866-944-7620 or visit HyundaiThetaEngineSettlement.com

Attachment 2A

Attachment A

(4)

I am requesting reimbursement for repairs performed at a Hyundai Dealership for engine stalling, knocking, engine failure, engine fire, illumination of the oil lamp or other engine short block assembly repair.

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			TOTAL	$1,313.07

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7/15/2019	Avis Car Rental 7/11 - 7/15	Receipt [redacted]	$251.19	Payment MC [redacted]
			TOTAL	$656.73

Repairs Complete	8/19/2019			
61 Days - **Original Delay Reimbursements**	10/19/2019			
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30 Days / Delay Reimbursements	6/14/2020	$25.00		
30 Days / Delay Reimbursements	7/14/2020	$25.00		
30 Days / Delay Reimbursements	8/14/2020	$25.00		
30 Days / Delay Reimbursements	9/14/2020	$25.00		
		$300.00	TOTAL	$300.00

Total Reimbursement $2,269.80

☐ **I AM REQUESTING COMPENSATION FOR INCONVENIENCE DUE TO REPAIR DELAYS EXCEEDING 60 DAYS.**

Please provide the total number of days it took to obtain repairs done at an authorized Hyundai dealership: ☐☐☐

☑ **I AM REQUESTING A CASH PAYMENT.** Delayed Reimbursements
If you had delays between 61 and 90 days you will be entitled to $50, and an additional $25 for each additional 30-day period (or fraction thereof) of delay. $300.00 9/14/2

☐ **I AM REQUESTING A DEALER SERVICE CARD FOR 150% OF THE CASH PAYMENT I WOULD OTHERWISE BE ENTITLED TO FOR THIS BENEFIT.**

Documentation: Enclose documents supporting the number of delayed days (e.g., repair order identifying open and close date).

☐ **I AM REQUESTING REIMBURSEMENT FOR A CLASS VEHICLE I SOLD OR TRADED-IN AFTER THE VEHICLE WAS DIAGNOSED AS REQUIRING A QUALIFYING REPAIR, BUT BEFORE THE REPAIR WAS PERFORMED.**

Please provide your vehicle mileage at the time of sale or trade in.

Mileage: ☐☐☐☐☐☐

- If you check this box, Hyundai will contact you about your request for compensation.
- To potentially qualify for compensation your vehicle must have experienced an engine seizure, engine stall, engine noise, or illumination of the oil lamp that was diagnosed as requiring repair of the engine, but you sold or traded-in your vehicle before the repair was performed.
- The sale or trade-in must have occurred before April 12, 2021.
- You are eligible for reimbursement by HMA of the baseline Black Book value (i.e., wholesale used vehicle value) of the sold or traded-in Class Vehicle plus $140.00 at the time of loss minus actual amount received from the sale or trade-in.
- If you have documents that you believe support your request for compensation, such as the repair facility diagnosis and paperwork showing what you received for your vehicle as a sale or trade-in, providing those documents with this claim form may assist in the processing of your claim.

☐ **I AM REQUESTING REIMBURSEMENT FOR A CLASS VEHICLE THAT EXPERIENCED AN ENGINE FIRE.**

Please provide your vehicle mileage at the time of incident.

Mileage: ☐☐☐☐☐☐

- If you check this box, Hyundai will contact you about your request for compensation.
- To potentially qualify for compensation your vehicle must have experienced an engine fire as a result of an engine seizure, engine stall, engine noise, or illumination of the oil lamp due to a connecting rod bearing failure or symptoms associated with connecting rod bearing failure, that resulted in your loss of the vehicle.
- You must submit this claim by April 12, 2021 (any extension of that date will be posted on the settlement website), or for losses incurred after that date, no later than 90 days after the engine compartment fire occurred.
- You are eligible for payment by HMA of the maximum Black Book value (i.e., private party/very good) of the Class Vehicle at the time of loss minus actual value received (if any).
- In addition to reimbursement for the vehicle, you are eligible to receive an additional $140 goodwill payment. If you have documents that you believe support your request for compensation, such as the repair facility diagnosis and paperwork showing what you received for your vehicle (if anything), providing those documents with this claim form may assist in the processing of your claim.

For more information please view the Class Notice, call 1-866-944-7620 or visit HyundaiThetaEngineSettlement.com

☐ **I LOST FAITH IN MY VEHICLE UPON RECEIPT OF THE SETTLEMENT NOTICE, SOLD MY VEHICLE, AND PURCHASED A REPLACEMENT HYUNDAI VEHICLE.**

- If you check this box, Hyundai will contact you about your request for compensation.
- To potentially qualify for this compensation, you must sell your vehicle in an arm's length transaction and purchase another vehicle from Hyundai.
- To potentially qualify for compensation your vehicle must have experienced an engine failure or an engine fire due to a connecting rod bearing failure or symptoms associated with connecting rod bearing failure.
- You must submit this claim by April 12, 2021 (any extension of that date will be posted on the settlement website), or for engine failure or fire occurring after that date, you must submit this claim within 90 days of the event.
- If you choose this option, you are eligible for a rebate which shall be calculated as the actual loss by comparing sales documentation to the maximum Black Book value of the vehicle at the time the Knock Sensor Detection System campaign launch. You may be entitled to payment up to the following amounts:
  a. For model year 2011 – 2012 Class Vehicles: $2,000
  b. For model year 2013 and 2014 Class Vehicles: $1,500
  c. For model year 2015 and 2016 Class Vehicles: $1,000
  d. For model year 2017, 2018, and 2019 Class Vehicles: $500
- If you have documents that you believe support your request for compensation, such as the repair facility diagnosis, paperwork showing what you received for your vehicle's sale or trade-in, and paperwork showing proof of purchase of another Hyundai vehicle, providing those documents with this claim form may assist in the processing of your claim.

[5] Sign and date:

The information on this form is true and correct to the best of my knowledge. I agree to participate in the settlement. I authorize any dealership that serviced my vehicle to release records to Hyundai to help pay my claim. To the extent I am seeking reimbursement for a dealership repair and do not have a receipt or other documentation for the corresponding cash payment, I attest under penalty of perjury that I (or a friend or family member) paid for the repair in cash and I do not have a receipt or documentation for the payment. If I am seeking to participate in the rebate program, I attest under penalty of perjury that I have lost faith [redacted]

Signatur[redacted] Date: 7/31/20

[6] Submit:

Email the completed form and the documentation to **Support@HMAenginesettlement.com** or mail it to **PO Box 10759, Newport Beach, CA 92658**.

For more information please view the Class Notice, call 1-866-944-7620 or visit HyundaiThetaEngineSettlement.com

CUSTOMER #: [redacted]

[redacted]

INVOICE

MOTOR CITY HYUNDAI

170 West Motor Way
Colorado Springs, CO 80905
(719) 575-7640

[redacted]

FLORENCE, CO [redacted]

PAGE 1

[redacted] CONT: [redacted]
CELL:

SERVICE ADVISOR: 728675 STEPHEN K SUTTLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
HARBOR GRA	12	HYUNDAI SONATA	5NPEC4AB1C[redacted]		118699/118699	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11MAR16 DD			18:00 19AUG19			CASH	19AUG19

R.O. OPENED	READY	OPTIONS:
07:07 19AUG19	11:15 19AUG19	SOLD-STK:C[redacted] TRN:A

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A VEHICLE HAS OPEN RECALL #P28 SELECT CAR CARE P28/ OIL CHNG
RECALL VEHICLE HAS OPEN RECALL #
730897 WAR (N/C)
1 26300-35505 FILTER ASSY-ENGINE OIL (N/C)
5 530B 5W30 QUAKER STATE (N/C)
1 21513-23001 GASKET-ENGINE OIL PLUG (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
118699 complete

****

B H99P CHECK UP REPORT ----- DRAIN PLUG____, OIL FILTER____, OIL
LEVEL____, OIL CAP____, LUG NUTS____, RESET OIL LIGHT____, ALL
OTHER WORK_____ WHEEL LOCK KEY______.
MPI H99P CHECK UP REPORT ----- DRAIN PLUG____,
OIL FILTER____, OIL LEVEL____, OIL CAP____,
LUG NUTS____, RESET OIL LIGHT____, ALL OTHER
WORK______ WHEEL LOCK KEY______.
730897 IMY (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
118699 complete

****

D** CUSTOMER REQUEST AIR FILTER REPLACEMENT
CAUSE: AIR FILTER REPLACEMENT BASED ON NEED OR TIME
AF CUSTOMER REQUEST AIR FILTER REPLACEMENT
730897 CPC 13.95 13.95
1 28113-2P100 FILTER-AIR CLEANER 21.00 21.00 21.00
PARTS: 21.00 LABOR: 13.95 OTHER: 0.00 TOTAL LINE D: 34.95
118699 complete

****

E** CUSTOMER REQUESTS REPLACE INTERIOR CABIN FILTER, MOST MODELS
CAF CUSTOMER REQUESTS REPLACE INTERIOR CABIN
FILTER, MOST MODELS
730897 CPC 10.00 10.00
1 3SF79-AQ000 FILTER-AIR 34.95 34.95 34.95
PARTS: 34.95 LABOR: 10.00 OTHER: 0.00 TOTAL LINE E: 44.95

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

WARRANTY STATEMENT AND DISCLAIMER: ANY WARRANTIES ON THE PARTS AND ACCESSORIES SOLD IN CONNECTION WITH THIS SERVICE OR REPAIR ARE THOSE MADE BY THE MANUFACTURER OR ORIGINAL SUPPLIER. ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. ALL PARTS AND ACCESSORIES ARE SOLD AND ALL SERVICES AND REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES OR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR ANY REPAIRS OR SERVICES PERFORMED TO THE VEHICLE.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Section 30-20-1403, Colorado Revised Statutes, requires retailers to collect a waste tire fee set by the

CUSTOMER #: [redacted]

[redacted]

INVOICE

PHIL LONG MOTOR CITY HYUNDAI

170 West Motor Way
Colorado Springs, CO 80905
(719) 575-7640

FLORENCE, CO [redacted]

PAGE 2

HOME: CONT:

BUS: [redacted] CELL: [redacted]

SERVICE ADVISOR: 728675 STEPHEN K SUTTLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
HARBOR GRA	12	HYUNDAI SONATA	5NPEC4AB1C[redacted]		118699/118699	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11MAR16 DD			18:00 19AUG19			CASH	19AUG19

R.O. OPENED	READY	OPTIONS:
07:07 19AUG19	11:15 19AUG19	SOLD-STK:C[redacted] TRN:A

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
118699 complete			
**			
F** CUSTOMER REQUESTS TO HAVE THE HOOD STRUTS REPLACED			
24HYZ TRIM			
730897 CPC		75.00	75.00
1 81161-3Q000 LIFTER-HOOD,LH	114.98	114.98	114.98
1 81171-3Q000 LIFTER-HOOD,RH	114.98	114.98	114.98
PARTS: 229.96 LABOR: 75.00 OTHER: 0.00	TOTAL LINE F:		304.96
118699 complete			
**			
G** CUSTOMER REQUESTS REPLACE FRONT WIPER BLADES (SOME MODELS ADDITIONAL COST)			
WP CUSTOMER REQUESTS REPLACE FRONT WIPER BLADES (SOME MODELS ADDITIONAL COST)			
730897 CPC		9.05	9.05
1 99H09-AK026-H WIPER BLADE 26'' -HYBRID	15.99	15.99	15.99
1 99H09-AK018-H WIPER BLADE 18'' -HYBRID	15.99	15.99	15.99
PARTS: 31.98 LABOR: 9.05 OTHER: 0.00	TOTAL LINE G:		41.03
118699 complete			
**			
H** CUSTOMER REQUESTS PERFORM FUEL INJECTION SERVICE (GAS ENGINES)			
INJ CUSTOMER REQUESTS PERFORM FUEL INJECTION SERVICE (GAS ENGINES)			
730897 CPC		84.87	84.87
1 1931 FUEL INJECTION KIT	30.08	30.08	30.08
PARTS: 30.08 LABOR: 84.87 OTHER: 0.00	TOTAL LINE H:		114.95
118699 complete			
**			
I** CUSTOMER REQUESTS AUTOMATIC TRANSMISSION FLUID EXCHANGE (UP TO			
TF CUSTOMER REQUESTS AUTOMATIC TRANSMISSION FLUID EXCHANGE (UP TO			
730897 CPC		86.37	86.37
1 1941 TRANS FLUSH	39.88	39.88	39.88
10 QSTF MAX-LIFE ATF	7.87	7.87	78.70

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Section 30-20-1403, Colorado Revised Statutes, requires retailers to collect a waste tire fee set by the

CUSTOMER #: [redacted]

[redacted]

INVOICE

[redacted]

FLORENCE, CO [redacted]

PAGE 3

HOME: CONT: [redacted]

BUS: [redacted] CELL:

SERVICE ADVISOR: 728675 STEPHEN K SUTTLES

PHIL LONG MOTOR CITY HYUNDAI

170 West Motor Way
Colorado Springs, CO 80905
(719) 575-7640

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
HARBOR GRA	12	HYUNDAI SONATA	5NPEC4AB1CH[redacted]		118699/118699	[redacted]

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R.O. OPENED	READY	OPTIONS:
07:07 19AUG19	11:15 19AUG19	SOLD-STK:C[redacted] TRN:A

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 118.58 LABOR: 86.37 OTHER: 0.00 TOTAL LINE I: 204.95
118699 complete

****

J** CUSTOMER REQUESTS PERFORM BRAKE FLUID EXCHANGE SERVICE.
CAUSE: COMPLETED BRAKE FLUID EXCHANGE AND CHECKED FOR LEAKS
BF CUSTOMER REQUESTS PERFORM BRAKE FLUID EXCHANGE SERVICE.

	LIST	NET	TOTAL
730897 CPC		89.95	89.95
1 6002 BRAKE FLUSH KIT	30.00	30.00	30.00

PARTS: 30.00 LABOR: 89.95 OTHER: 0.00 TOTAL LINE J: 119.95
118699 complete

****

K** CUSTOMER REQUESTS TO HAVE THE UPPER AND LOWER RADIATOR HOSES AND CLAMPS REPLACED
16HYZ COOLING SYSTEM

	LIST	NET	TOTAL
730897 CPC		120.00	120.00
1 25414-3Q000 HOSE-RADIATOR,UPPER	37.47	37.47	37.47
1 25415-3Q000 HOSE-RADIATOR LOWER	45.29	45.29	45.29
1 AF ANTIFREEZE/COOLANT	15.00	15.00	15.00

PARTS: 97.76 LABOR: 120.00 OTHER: 0.00 TOTAL LINE K: 217.76
118699 complete

****

L** CUSTOMER REQUESTS PERFORM 4 WHEEL ALIGNMENT (INCLUDES FRONT AND REAR CAMBER AND TOE) CAMBER KITS ADDITIONAL IF REQUIRED.
AL CUSTOMER REQUESTS PERFORM 4 WHEEL ALIGNMENT (INCLUDES FRONT AND REAR CAMBER AND TOE) CAMBER KITS ADDITIONAL IF REQUIRED.

	LIST	NET	TOTAL
730897 CPC		89.95	89.95

PARTS: 0.00 LABOR: 89.95 OTHER: 0.00 TOTAL LINE L: 89.95
118699 complete

****

M** CUSTOMER STATES THE RIGHT BRAKE LIGHT IS OUT. PLEASE ADVISE
BULB CUSTOMER REQUESTS REPLACE BLINKER/TAIL LIGHT/ LICENCE PLATE/OR BRAKE BULBS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Section 30-20-1403, Colorado Revised Statutes, requires retailers to collect a waste tire fee set by the

CUSTOMER #: [redacted]

[redacted]

INVOICE

PHIL LONG MOTOR CITY HYUNDAI

170 West Motor Way
Colorado Springs, CO 80905
(719) 575-7640

[redacted]

FLORENCE, CO [redacted]

PAGE 4

HOME: CONT: CELL: [redacted]

SERVICE ADVISOR: 728675 STEPHEN K SUTTLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
HARBOR GRA	12	HYUNDAI SONATA	5NPEC4AB1C[redacted]		118699/118699	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11MAR16 DD			18:00 19AUG19			CASH	19AUG19

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] TRN:A
07:07 19AUG19	11:15 19AUG19	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
730897 CPC		10.45	10.45
1 SYL2357 BULB	4.75	4.75	4.75

PARTS: 4.75 LABOR: 10.45 OTHER: 0.00 TOTAL LINE M: 15.20

118699 complete

****

EST: 0.00 19AUG19 07:07 SA: 728675

EST: 1,312.00 19AUG19 07:16 SA: 728675
CONTACT: OWNER

ENVIROMENTAL DISPOSAL FEE 75.00

THANK YOU FOR YOUR BUSINESS, WE APPRECIATE
YOU!! YOUR COMPLETE SATISFACTION IS OUR GOAL.
IF YOU HAVE ANY CONCERNS WITH YOUR VISIT,
PLEASE CONTACT YOUR SERVICE MANAGER:
CHUCK TODD
719-575-7626
CTODD@PHILLONG.COM

DESCRIPTION	TOTALS
LABOR AMOUNT	589.59
PARTS AMOUNT	599.06
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	75.00
TOTAL CHARGES	1263.65
LESS INSURANCE	0.00
SALES TAX	49.42
PLEASE PAY THIS AMOUNT	1313.07

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Section 30-20-1403, Colorado Revised Statutes, requires retailers to collect a waste tire fee set by the

PHIL LONG HYUNDAI MC
— 170 MOTORWAY
COLORADO SPRI, CO 80905

08/19/2019	15:46:35

CREDIT CARD

MC SALE

Card #	XXXXXXXXXXX[redacted]
Chip Card:	MasterCard
AID:	A0000000041010
SEQ #:	9
Batch #:	[redacted]
INVOICE	[redacted]
Approval Code:	019172
Entry Method	Chip Read
Mode:	Issuer

SALE AMOUNT	$1313.07

CUSTOMER COPY

PayPal

[redacted]
Account Number xxxx xxxx xxxx[redacted]

Visit us at www.paypal.com
PayPal Credit Services
1-855-520-0991

Summary of Account Activity

Previous Balance	$40.59
- Payments	$40.59
+ Purchases/Debits	$1,363.59
New Balance	**$1,363.59**
Credit Limit	$2,500.00
Available Credit	$1,136.00
Cash Limit	$500.00
Available Cash	$500.00
Statement Closing Date	09/13/2019
Days in Billing Cycle	29

Payment Information

New Balance	$1,363.59
Total Minimum Payment Due	$25.00
Payment Due Date	10/07/2019

Late Payment Warning: If we do not receive your Total Minimum Payment Due by the Payment Due Date listed above, you may have to pay a late fee up to $38.00.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

If you make no additional charges using this card and each month you pay ...	You will pay off the balance shown on this statement in about ...	And you will end up paying an estimated total of ...
Only the minimum payment	9 years	$3,140.00
$55.00	3 years	$1,984.00 (Savings= $1,156.00)

If you would like information about **credit counseling services**, call 1-877-302-8775.

PAYMENT DUE BY 5 P.M. (ET) ON THE DUE DATE

Notice: We may convert your payment into an electronic debit. See Statement Disclosures link on your eServices Statement Page for details, Billing Rights and other important information.

PayPal

Account Number: xxxx xxxx xxxx[redacted]

Total Minimum Payment Due	Payment Due Date	New Balance
$25.00	10/07/2019	$1,363.59

Save a stamp, pay on-line at www.paypal.com $ ☐☐☐☐☐.☐☐

[redacted]
FLORENCE C[redacted]

Make Payment to: PAYPAL CREDIT SVCS/SYNCB
PO BOX 960080
ORLANDO, FL 32896-0080

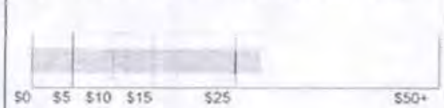
PayPal Cash Rewards Program

Previous Cash Rewards Balance	$0.81
+ Cash Rewards Earned This Period	$27.27
- Cash Rewards Redeemed to your PayPal balance*	$0.00
= Current Cash Rewards Balance	$28.08

Rewards Information

Congratulations! You currently have $28.08 Cash Rewards. You can redeem your Cash Rewards to your PayPal balance.* Your Rewards. Yours Anytime!

*You need to have a PayPal Cash or PayPal Cash Plus account to have a balance. If you do not have one of those accounts, you can only transfer your Cash Rewards to your bank account or debit card linked to your PayPal account.



Transaction Summar[redacted]

Tran Date	Post Date	[redacted]scription of Transaction or Credit	Amount
08/19	08/19	[redacted]IL LONG HYUNDAI MC COLORADO SPRI CO	$1,313.07
08/31	08/31	[redacted]INE *SHIP SUPPLIES 800-295-5510 WI	$50.52
09/01	09/01	[redacted]YMENT - THANK YOU	($40.59)
		FEES	
		TOTAL FEES FOR THIS PERIOD	$0.00
		INTEREST CHARGED	
09/13	09/13	INTEREST CHARGE ON PURCHASES	$0.00
09/13	09/13	INTEREST CHARGE ON CASH ADVANCES	$0.00
		TOTAL INTEREST FOR THIS PERIOD	**$0.00**

2019 Totals Year-to-Date	
Total Fees Charged in 2019	$0.00
Total Interest Charged in 2019	$0.00
Total Interest Paid in 2019	$0.00

Interest Charge Calculation

Your **Annual Percentage Rate (APR)** is the annual interest rate on your account.

Type of Balance	Expiration Date	Annual Percentage Rate	Balance Subject to Interest Rate	Interest Charge
Purchases	N/A	26.24% (v)	$0.00	$0.00
Cash Advances	N/A	29.24% (v)	$0.00	$0.00

(v) = Variable Rate

Cardholder News and Information

Did you know your Mastercard offers Mastercard ID Theft Protection. For more information about this benefit or to view the current benefits offered by Mastercard, please visit www.mastercard.com/corecredit-GTB

Synchrony Bank may continue to obtain information, including employment and income information from others about you (including requesting reports from consumer reporting agencies and other sources) to review, maintain or collect your account.

Cardholder Benefits and Information

Looking for a more convenient due date? Call customer service at the phone number on your statement to determine if you are eligible and discuss available options.

August 2019 Statement
Open Date: 07/09/2019 Closing Date: 08/07/2019

Page [redacted]

[redacted]

Visa® Platinum Bonus Rewards Card
[redacted]

Cardmember Service BNK 10 ELN 1-866-289-1567 4

New Balance	**$135.58**
Minimum Payment Due	**$30.00**
Payment Due Date	**09/03/2019**

Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay up to a $39.00 Late Fee.

Reward Points

Earned This Statement	835
Reward Center Balance as of 08/06/2019	7,155

For details, see your rewards summary.

Activity Summary

Previous Balance	+	$255.19
Payments	-	$787.93CR
Other Credits		$0.00
Purchases	+	$668.32
Balance Transfers		$0.00
Advances		$0.00
Other Debits		$0.00
Fees Charged		$0.00
Interest Charged		$0.00
New Balance	=	**$135.58**
Past Due		**$0.00**
Minimum Payment Due		**$30.00**
Credit Line		$1,000.00
Available Credit		$864.42
Days in Billing Period		30

Payment Options: Mail payment coupon with a check | Pay online at myaccountaccess.com | Pay by phone 1-866-289-1567

Make a payment online OR Please print out and send this portion of statement with payment to the address listed

24-Hour Cardmember Service: 1-866-289-1567

. to pay by phone
. to change your address

Account Number	[redacted]
Payment Due Date	9/03/2019
New Balance	$135.58
Minimum Payment Due	$30.00

Amount Enclosed $__________

[redacted]

FLORENCE CO [redacted]

Cardmember Service
P.O. Box 790408
St. Louis, MO 63179-0408

Ent

Cardmember Service 1-866-289-1567

Bonus Rewards

Rewards Center Activity as of 08/06/2019	
Rewards Center Activity*	0
Rewards Center Balance	7,155

*This item includes points redeemed, expired and adjusted.

Rewards Earned	This Statement	Year to Date
Points Earned on Net Purchases	668	2,423
25% Monthly Bonus	167	606
Total Earned	**835**	**3,029**

For rewards program inquiries and redemptions, call 1-888-229-8864 from 8:00 am to 10:00 pm (CST) Monday through Friday, 8:00 am to 5:30 pm (CST) Saturday and Sunday. Automated account information is available 24 hours a day, 7 days a week.

Important Messages

Paying Interest: You have a 24 to 30 day interest-free period for Purchases provided you have paid your previous balance in full by the Payment Due Date shown on your monthly Account statement. In order to avoid additional INTEREST CHARGES on Purchases, you must pay your new balance in full by the Payment Due Date shown on the front of your monthly Account statement.

There is no interest-free period for transactions that post to the Account as Advances or Balance Transfers except as provided in any Offer Materials. Those transactions are subject to interest from the date they post to the Account until the date they are paid in full.

If you believe we have inaccurately reported information to any Consumer Reporting Agency, you may submit a dispute by writing to us. In order for us to assist you with your dispute, you must provide your name, address, phone number, account number, the specific information you are disputing, the explanation of why it is incorrect, and any supporting documentation (e.g., affidavit of identity theft), if applicable, to:

Elan Financial Services
Consumer Recovery Department
Attn: CBR Disputes
P.O. Box 108
St Louis, MO 63166-0108

Beginning November 1, 2019, there will be a Travel Advisor Consultation fee of $39 charged per award ticket for reservations made over the phone. The fee will appear as a purchase listed as "CL Trip Charges" on the following month's billing statement. There will continue to be no additional booking fees for award tickets booked online.

Each time you or a third party on your behalf, pays your bill by personal check, you authorize us to convert that payment into an electronic debit. If the check is processed electronically, the checking account will be debited for the amount on the check and the debit will appear on your account statement. If you have any questions, please contact us at the Inquiries phone number located on this statement.

Transactions

Payments and Other Credits

Post Date	Trans Date	Ref #	Transaction Description	Amount
08/01	08/01	[redacted]	PAYMENT THANK YOU	$787.93CR
			TOTAL THIS PERIOD	**$787.93CR**

Continued on Next Page

Ent

[redacted]

Cardmember Service 1-866-289-1567

Transactions

Purchases and Other Debits

Post Date	Trans Date	Ref #	Transaction Description	Amount
07/11	07/08	[redacted]	AUTO TOWING INC 719-6354288 CO	$123.76
07/12	07/11	[redacted]	GOODYEAR AUTO SVS CT 8 COLO SPGS CO	$60.00
07/29	07/26	[redacted]	AMERICAN TRANSFER TOWI 8006227728 FL	$70.40
			TOTAL THIS PERIOD	$668.32

Requested by Hyundai Dealership to tow from Goodyear to Dealership

2019 Totals Year-to-Date	
Total Fees Charged in 2019	$0.00
Total Interest Charged in 2019	$3.40

Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

**APR for current and future transactions.

Balance Type	Balance By Type	Balance Subject to Interest Rate	Variable	Interest Charge	Annual Percentage Rate	Expires with Statement
**BALANCE TRANSFER	$0.00	$0.00	YES	$0.00	17.99%	
**PURCHASES	$135.58	$0.00	YES	$0.00	17.99%	
**ADVANCES	$0.00	$0.00	YES	$0.00	17.99%	

Contact Us

Phone

Voice: 1-866-289-1567
TDD: 1-888-352-6455
Fax: 1-866-616-1750

Questions

Cardmember Service
P.O. Box 6354
Fargo, ND 58125-6354

Mail payment coupon with a check

Cardmember Service
P.O. Box 790408
St. Louis, MO 63179-0408

Online

myaccountaccess.com

End of Statement

Sales Receipt

Printed: 7/8/2019

Auto Towing Colorado Springs, Inc
50 Cascade Court
Colorado Springs, CO 80907
Ph: 719-635-4288 Fax: 719-886-0084
accounting@autotowinginc.com

Payment Date	Cashier	Receipt Id
7/8/2019	Taylor	[redacted]

Invoice [redacted]

Qty	Service	Amount Paid
1.00	Enroute Mileage (19 Miles)	$18.72
1.00	Flatbed	$67.60
1.00	Mileage (14 Miles)	$37.44

Subtotal	$123.76
Tax	$0.00
Credits	$0.00
Amount	$123.76

Payment Type: Credit Card

Reference #[redacted]

Account #: *[redacted]

Ent

August 2019 Statement

Open Date: 07/09/2019 Closing Date: 08/07/2019

Account: [redacted]

[redacted]ewards Card

Cardmember Service 1-866-289-1567

BNK 10 ELN 4

New Balance	**$135.58**
Minimum Payment Due	**$30.00**
Payment Due Date	**09/03/2019**

Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay up to a $39.00 Late Fee.

Reward Points

Earned This Statement	835
Reward Center Balance as of 08/06/2019	7,155

For details, see your rewards summary.

Activity Summary

Previous Balance	+	$255.19
Payments	-	$787.93CR
Other Credits		$0.00
Purchases	+	$668.32
Balance Transfers		$0.00
Advances		$0.00
Other Debits		$0.00
Fees Charged		$0.00
Interest Charged		$0.00
New Balance	=	**$135.58**
Past Due		**$0.00**
Minimum Payment Due		**$30.00**
Credit Line		$1,000.00
Available Credit		$864.42
Days in Billing Period		30

Payment Options: Mail payment coupon with a check | Pay online at myaccountaccess.com | Pay by phone 1-866-289-1567

Make a payment online OR Please print out and send this portion of statement with payment to the address listed

Ent

24-Hour Cardmember Service: 1-866-289-1567

. to pay by phone
. to change your address

Account Number	[redacted]
Payment Due Date	9/03/2019
New Balance	$135.58
Minimum Payment Due	$30.00

Amount Enclosed $__________

[redacted]

FLORENCE CO [redacted]

Cardmember Service
P.O. Box 790408
St. Louis, MO 63179-0408

Cardmember Service 1-866-289-1567

Bonus Rewards

Rewards Center Activity as of 08/06/2019	
Rewards Center Activity*	0
Rewards Center Balance	7,155

*This item includes points redeemed, expired and adjusted.

Rewards Earned	This Statement	Year to Date
Points Earned on Net Purchases	668	2,423
25% Monthly Bonus	167	606
Total Earned	**835**	**3,029**

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Consumer Recovery Department
Attn: CBR Disputes
P.O. Box 108
St Louis, MO 63166-0108

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Each time you or a third party on your behalf, pays your bill by personal check, you authorize us to convert that payment into an electronic debit. If the check is processed electronically, the checking account will be debited for the amount on the check and the debit will appear on your account statement. If you have any questions, please contact us at the Inquiries phone number located on this statement.

Transactions

Payments and Other Credits

Post Date	Trans Date	Ref #	Transaction Description	Amount
08/01	08/01	[redacted]	PAYMENT THANK YOU	$787.93CR
			TOTAL THIS PERIOD	$787.93CR

Continued on Next Page

Ent

[redacted]

Cardmember Service 1-866-289-1567

Transactions

Purchases and Other Debits

Post Date	Trans Date	Ref #	Transaction Description	Amount
07/11	07/08	[redacted]	AUTO TOWING INC 719-6354288 CO	$123.76
07/12	07/11	[redacted]	GOODYEAR AUTO SVS CT 8 COLO SPGS CO	$60.00
07/29	07/26	[redacted]	AMERICAN TRANSFER TOWI 8006227728 FL	$70.40

TOTAL THIS PERIOD $668.32

2019 Totals Year-to-Date	
Total Fees Charged in 2019	$0.00
Total Interest Charged in 2019	$3.40

Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

**APR for current and future transactions

Balance Type	Balance By Type	Balance Subject to Interest Rate	Variable	Interest Charge	Annual Percentage Rate	Expires with Statement
**BALANCE TRANSFER	$0.00	$0.00	YES	$0.00	17.99%	
**PURCHASES	$135.58	$0.00	YES	$0.00	17.99%	
**ADVANCES	$0.00	$0.00	YES	$0.00	17.99%	

Contact Us

Phone

Voice: 1-866-289-1567
TDD: 1-888-352-6455
Fax: 1-866-616-1750

Questions

Cardmember Service
P.O. Box 6354
Fargo, ND 58125-6354

Mail payment coupon with a check

Cardmember Service
P.O. Box 790408
St. Louis, MO 63179-0408

Online

myaccountaccess.com

End of Statement

GOODYEAR AUTO SERVICE CENTER

INVOICE
188356

A DIVISION OF THE GOODYEAR TIRE & RUBBER COMPANY
125 S NEVADA AVE
COLORADO SPRINGS, CO 80903
FEDERAL TAX ID# 340253240
(719)632-8848 HOURS 7-6MON-FRI 8-5SAT
www.GoodyearAutoService.com

PAGE: 01 COPY: 01

BILL TO: [redacted]
FLORENCE, CO [redacted]

PHONE 1....... [redacted] EXT.
PHONE 2.......
RETURN PARTS.. NO
PRIOR INVOICE. [redacted]
ENG. SIZE..... 4-1998 2.0L DOHC
SALESMAN...... 002 / 002

VEH YEAR/MAKE. 12 HYUNDAI
VEHICLE MODEL. SONATA SE
VEHICLE COLOR. SILVER
LICENSE/STATE. [redacted] / CO
DATE REQUESTED 07/09/[redacted]
VEHICLE ID # . 5NPEC4AB1C[redacted]

ODOMETER IN/OUT117441 / 117441
VEHICLE IN.... 07/09/19 02:59 PM
VEHICLE OUT... 07/10/19 01:57 PM
TERR/NONSIG....8132/908132
TIME REQUESTED

ACCOUNT #	COB	TC	CUST#	TYPE/STATE		AUTHORIZATION	CREDIT CARD NO.
[redacted]	V	01	[redacted]	0	CO	410175	[redacted]

SLS TECH	PRODUCT CODE	BC QTY	DESCRIPTION	UNIT PRICE	LBR/EXCISE	LINE TOTAL
002 053	046-000	R 1	TOW IN/EARLY BIRD	.00	.00	FREE
002 053 LABOR	047-100	R 1	INSPECT/ADVISE CUSTOMER NOTICED SMOKE FROM	.00	60.00	60.00
002 053	046-000	R 1	UNDER HOOD ENGINE STOPPED	.00	.00	FREE
002 053	046-000	R 1	VERY LITTLE ON DIPSTICK PRIOR	.00	.00	FREE
002 053	046-000	R 1	ENGINE APPEARS TO LOCKED UP	.00	.00	FREE

SUMMARY:

PARTS TOTAL........	.00
LABOR TOTAL........	60.00
CHARGED AMOUNT	60.00
TAXABLE AMOUNT	.00
SUB TOTAL..........	60.00
SALES TAX(8.250%)	.00

X Over Phon
CUSTOMER AUTHORIZATION

INVOICE TOTAL $60.00

Thank you for your business! If you are not 100% satisfied, please contact the store manager, Gary Stone, at (719)632-8848 or contact Goodyear Customer Relations at goodyear_cr@goodyear.com.

SALES ASSOC(S): 002 GARY S.
TECHNICIAN(S): 053 RORY K.

TREAD DEPTH L/F..... 4/32 R/F.... 4/32
TREAD DEPTH L/R..... 4/32 R/R.... 4/32

Goodyear, its successors and service providers may use your information: to send service updates and reminders; to request feedback; to communicate with you; for marketing, promotional and commercial purposes; for data analysis; and as required by law. Call 1-800-344-9859 to unsubscribe. Privacy Policy: https://www.goodyearautoservice.com/en-US/privacy-policy

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED
SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

August 2019 Statement

Open Date: 07/09/2019 Closing Date: 08/07/2019

Account: [redacted]

Visa® Platinum Bonus Rewards Card

[redacted]

Cardmember Service 1-866-289-1567
BNK 10 ELN 4

New Balance	**$135.58**
Minimum Payment Due	**$30.00**
Payment Due Date	**09/03/2019**

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Advances		$0.00
Other Debits		$0.00
Fees Charged		$0.00
Interest Charged		$0.00
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Past Due		**$0.00**
Minimum Payment Due		**$30.00**
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Available Credit		$864.42
Days in Billing Period		30

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Make a payment online OR Please print out and send this portion of statement with payment to the address listed

24-Hour Cardmember Service: 1-866-289-1567

. to pay by phone
. to change your address

000021992 01 SP 000638161035040 E

Account Number	[redacted]
Payment Due Date	9/03/2019
New Balance	$135.58
Minimum Payment Due	$30.00

Amount Enclosed $__________

[redacted]

FLORENCE C[redacted]

Cardmember Service
P.O. Box 790408
St. Louis, MO 63179-0408

Ent

[redacted]

Cardmember Service 1-866-289-1567

Bonus Rewards

Rewards Center Activity as of 08/06/2019	
Rewards Center Activity*	0
Rewards Center Balance	7,155

*This item includes points redeemed, expired and adjusted.

Rewards Earned	This Statement	Year to Date
Points Earned on Net Purchases	668	2,423
25% Monthly Bonus	167	606
Total Earned	**835**	**3,029**

For rewards program inquiries and redemptions, call 1-888-229-8864 from 8:00 am to 10:00 pm (CST) Monday through Friday, 8:00 am to 5:30 pm (CST) Saturday and Sunday. Automated account information is available 24 hours a day, 7 days a week.

Important Messages

Paying Interest: You have a 24 to 30 day interest-free period for Purchases provided you have paid your previous balance in full by the Payment Due Date shown on your monthly Account statement. In order to avoid additional INTEREST CHARGES on Purchases, you must pay your new balance in full by the Payment Due Date shown on the front of your monthly Account statement.

There is no interest-free period for transactions that post to the Account as Advances or Balance Transfers except as provided in any Offer Materials. Those transactions are subject to interest from the date they post to the Account until the date they are paid in full.

If you believe we have inaccurately reported information to any Consumer Reporting Agency, you may submit a dispute by writing to us. In order for us to assist you with your dispute, you must provide your name, address, phone number, account number, the specific information you are disputing, the explanation of why it is incorrect, and any supporting documentation (e.g., affidavit of identity theft), if applicable, to:

Elan Financial Services
Consumer Recovery Department
Attn: CBR Disputes
P.O. Box 108
St Louis, MO 63166-0108

Beginning November 1, 2019, there will be a Travel Advisor Consultation fee of $39 charged per award ticket for reservations made over the phone. The fee will appear as a purchase listed as "CL Trip Charges" on the following month's billing statement. There will continue to be no additional booking fees for award tickets booked online.

Each time you or a third party on your behalf, pays your bill by personal check, you authorize us to convert that payment into an electronic debit. If the check is processed electronically, the checking account will be debited for the amount on the check and the debit will appear on your account statement. If you have any questions, please contact us at the Inquiries phone number located on this statement.

Transactions

Payments and Other Credits

Post Date	Trans Date	Ref #	Transaction Description	Amount
08/01	08/01	[redacted]	PAYMENT THANK YOU	$787.93CR
			TOTAL THIS PERIOD	$787.93CR

Continued on Next Page

Ent

[redacted]

Cardmember Service 1-866-289-1567

Transactions

Purchases and Other Debits

Post Date	Trans Date	Ref #	Transaction Description	Amount
07/11	07/08	[redacted]	AUTO TOWING INC 719-6354288 CO	$123.76
07/12	07/11		GOODYEAR AUTO SVS CT 8 COLO SPGS CO	$60.00
07/29	07/26		AMERICAN TRANSFER TOWI 8006227728 FL	$70.40
			TOTAL THIS PERIOD	$668.32

2019 Totals Year-to-Date	
Total Fees Charged in 2019	$0.00
Total Interest Charged in 2019	$3.40

Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

**APR for current and future transactions.

Balance Type	Balance By Type	Balance Subject to Interest Rate	Variable	Interest Charge	Annual Percentage Rate	Expires with Statement
**BALANCE TRANSFER	$0.00	$0.00	YES	$0.00	17.99%	
**PURCHASES	$135.58	$0.00	YES	$0.00	17.99%	
**ADVANCES	$0.00	$0.00	YES	$0.00	17.99%	

Contact Us

Phone	Questions	Mail payment coupon with a check	Online
Voice: 1-866-289-1567 TDD: 1-888-352-6455 Fax: 1-866-616-1750	Cardmember Service P.O. Box 6354 Fargo, ND 58125-6354	Cardmember Service P.O. Box 790408 St. Louis, MO 63179-0408	myaccountaccess.com

End of Statement

RENTAL AGREEMENT NUMBER [redacted]

RECEIPT

YOUR INFORMATION
Customer Name : [redacted]
Avis Worldwide Disc : COSTCO.COM (D)
Methods Of Payment : MASTER [redacted]

YOUR VEHICLE INFORMATION
Avis Car Number : [redacted]
Plate Number : CO [redacted]
Veh Grp Charged : Intermediate
Veh Grp Rented : Compact
Veh Description : GRY KIA SOUL
Total Driven : 160 MIs Odometer In: 13551 MIs
Fuel Reading: Out 0.0 Gal | In 0.0 Gal

YOUR RENTAL
Pickup Date/Time : JUL 09,2019@03:52 PM
Pickup Location : 1415 SOUTH 8TH STREET
COLORADO SPRINGS,CO,80905,US

Return Date/Time : JUL 11,2019@11:20 AM
Return Location : 1415 SOUTH 8TH STREET
COLORADO SPRINGS,CO,80905,US

YOUR VEHICLE CHARGES:

MIN 1 DAY.IF NOT MET DLY RT= 79.01MAX 100 HRS
RATE CHART TIME AND MILEAGE

MIs : Unlimited			
HRLY : 59.27			
DAILY: 79.01			
AD DY: 79.01			
PER : 158.02	PR@ 158.02=		158.02
	Less 12.0% Discount =		18.96
Adjustments (M)		-	15.00
Time & Mileage:			124.06
TAXABLE FEES			
VEH LICENSE RECOUP .38 /DY		+	.76
ENERGY RECOVERY FEE .60 /DY		+	1.20
5.00% Concession Recovery Fee		+	6.46
Subtotal Charges:			132.48
Sales Tax 11.250%		+	14.90
NON TAXABLE ITEMS			
ROAD SAFETY FEE 2.00 /DY		+	4.00
Your Total Charges Paid:			151.38
Prepayment :			.00
NET CHARGES:		USD	151.38
Your Total Due:			0.00

Fuel service: .3996/MI 9.950/Gal

YOUR OPTIONAL PRODUCTS/SERVICES

---------NOTICES------------AVIS-----------NOTICES------------AVIS------------NOTICES------------AVIS----------NOTICES

I agree to the rental charges above. I acknowledge additional charges could be added based on tolls, tickets, fines administrative charges and other fees which may be applicable.X_______________

Thank you for renting with Avis.

If you have questions regarding this rental, call us at 719-632-7367

This vehicle was rented to you by TIFFANY This vehicle was checked in for you by KATIE

[illegible] [redacted]
Customer Name [redacted]
Driver's Lic Number [redacted]
[illegible]
[illegible]

Pickup Date/Time [illegible]
Pickup Location [illegible]
[illegible]

[illegible] [redacted]
[illegible] [redacted]
[illegible]
[illegible]

13551

Return Date/Time [illegible]
Return Location 1415 [illegible]
[illegible] [redacted]

Additional Fees May Apply if Changes Are Made to Your Return Date, Time And/Or Location.

YOUR ESTIMATED VEHICLE CHARGES

[illegible]

RATE CHART [illegible] TIME AND MILEAGE

[illegible]

Adjustment - [illegible]

Your Estimated Time & Mileage [illegible]

[illegible]

Estimated [illegible] Charges [illegible]

[illegible] Tax [illegible]

[illegible] 4.00

YOUR OPTIONAL PRODUCTS/SERVICES

[illegible]	[illegible]	[illegible]
Personal Accident Insurance	[illegible]	Declined
Personal Effects Protection	[illegible]	Declined
Additional Liability Insurance	[illegible]	[illegible]

By my initials I accept or decline optional [illegible] as shown above.

Please return the vehicle with the same fuel level as you received it. Please provide a receipt for fuel purchased. If you do not, additional fuel fees may apply. [illegible] equals a [illegible] flat rate fee. [illegible] per mi or [illegible] per gal [illegible]

I understand that important information on cashless toll roads and e-toll services can be found at [illegible]. X

[illegible] NOTICES [illegible] [redacted] [illegible] NOTICES

[illegible] COLLISION DAMAGE WAIVER [illegible] RESPONSIBILITY FOR DAMAGE TO THE VEHICLE. YOU ARE ADVISED NOT TO SIGN THIS WAIVER IF YOU HAVE RENTAL VEHICLE COLLISION COVERAGE PROVIDED BY CERTAIN GOLD OR PLATINUM CREDIT CARDS OR COLLISION INSURANCE ON YOUR OWN VEHICLE. BEFORE DECIDING WHETHER TO PURCHASE THE COLLISION DAMAGE WAIVER, YOU MAY WISH TO DETERMINE WHETHER YOUR OWN VEHICLE INSURANCE AFFORDS YOU COVERAGE FOR DAMAGE TO THE [illegible] THE COLLISION DAMAGE WAIVER IS NOT MANDATORY AND MAY BE WAIVED. I agree the charges listed above are estimates and that I have received [illegible] and in the rental jacket. No additional [illegible] without prior written consent. [illegible] to be charged to this rental. [redacted]

If you have questions regarding this rental, [illegible]

A D D E N D U M   T O   R E N T A L   A G R E E M E N T

In connection with my (X) Rental Application ____ , Additional Driver's Application to Avis Rent A Car System, Inc. ("Avis"), I certify that:

* I have a currently valid driver's license, not suspended, revoked, expired, cancelled, surrendered or improperly altered.
* I have not had 3 or more convictions for moving violations within the past 24 months (including seat belt violations).
* I have not been convicted of DWI/DUI/OWAI within the past 36 months.
* I have not been convicted of leaving the scene of an accident (hit and run) or failure to report an accident within the past 36 months.
* I have never been convicted of obtaining a vehicle unlawfully, possessing a stolen vehicle, or using a vehicle in a crime or in connection with an unlawful act.
* I have not been convicted of reckless driving within the past 36 months.
* I have not had 3 or more accidents within the past 36 months.

I understand that Avis regards the facts to which I am certifying as material in its decision to rent or permit me to drive its vehicle, and is relying upon the accuracy and truthfulness of this certification. I further understand and agree that if I provide false or misleading information, my use of the vehicle is prohibited and unauthorized. This may result in any and all coverage otherwise provided by the Rental Agreement being void and my being fully responsible for all loss or damage, including liability to third parties.

I authorize Avis, in the event of an accident involving an Avis vehicle, to verify my driving record with any appropriate authority, either now or in the future, and I authorize any government motor vehicle department to release my records at the request of Avis or its assignee.

I understand that the only ones permitted to drive the vehicle other than the renter are the renter's spouse, the renter's co-employee (with the renter's permission, while on company business), or a person who appears at the time of the rental and signs an Additional Driver Form. These other drivers must also be at least 25 years old and validly licensed.

PERMITTING AN UNAUTHORIZED DRIVER TO OPERATE THE VEHICLE IS A VIOLATION OF THE RENTAL AGREEMENT. THIS MAY RESULT IN ANY AND ALL COVERAGE OTHERWISE PROVIDED BY THE RENTAL AGREEMENT BEING VOID AND MY BEING FULLY RESPONSIBLE FOR ALL LOSS OR DAMAGE, INCLUDING LIABILITY TO THIRD PARTIES.

I understand that [redacted] listed below.

Renter: [redacted] ____

Additional Driver: ______________________

Date: ______ Initials: ______________________

- -

(FOR OFFICE USE ONLY)

Additional Driver's License State & Number: ______________________

Rental Agreement Number: [redacted] ______________________ citi

Citi Simplicity® Car[redacted]

Transaction Details

Date	Description	Amount
Jul 11, 2019	AVIS RENT-A-CAR 1 COLORADO SPRI CO	$151.38

Additional Details

Purchased On	Jul 11, 2019
Posted On	Jul 11, 2019
Purchase Method	Card Swiped
Cardmember Name	[redacted]
Category	Auto Rental - Avis Rent-a-car
Merchant Details	United States

Live Chat

RENTAL AGREEMENT NUMBER [redacted]

YOUR INFORMATION
Customer Name [redacted]
Methods Of Payment : MASTER [redacted]

YOUR RENTAL
Pickup Date/Time : JUL 11,2019@11:22 AM
Pickup Location : 1415 SOUTH 8TH STREET
COLORADO SPRINGS,CO,80905,US

YOUR VEHICLE CHARGES:
MIN 1 UNT.IF NOT MET DLY RT= 20.00
RATE CHART TIME AND MILEAGE

MIs : Unlimited				
HRLY : 15.01				
DAILY: 20.00				
AD DY: 20.00				
PER : 80.00	PR@	80.00=		80.00
Time & Mileage:				80.00
TAXABLE FEES				
VEH LICENSE RECOUP .38 /DY			+	1.52
ENERGY RECOVERY FEE .60 /DY			+	2.40
5.00% Concession Recovery Fee			+	10.72
Optional Products/Services Taxable			+	123.95
Subtotal Charges:				218.60
Sales Tax 11.250%			+	24.59
NON TAXABLE ITEMS				
ROAD SAFETY FEE 2.00 /DY			+	8.00
Your Total Charges Paid:				251.19
Prepayment :				.00
NET CHARGES:		USD		251.19
Your Total Due:				0.00

Fuel service: .3996/MI 9.990/Gal

RECEIPT

YOUR VEHICLE INF[redacted]
Avis Car Number [redacted]
Plate Number : [redacted]
Veh Grp Charged : Subcompact
Veh Grp Rented : Compact
Veh Description : GRY KIA SOUL
Total Driven : 275 MIs Odometer In: 13826 MIs
Fuel Reading: Out 0.0 Gal | In 0.0 Gal

Return Date/Time : JUL 15,2019@08:00 AM
Return Location : 1415 SOUTH 8TH STREET
COLORADO SPRINGS,CO,80905,US

YOUR OPTIONAL PRODUCTS/SERVICES
Loss Damage Waiver 30.99/Day Accepted

Optional Services Total Taxable = 123.96

---------NOTICES------------AVIS-----------NOTICES------------AVIS------------NOTICES------------AVIS-----------NOTICES

I agree to the rental charges above. I acknowledge additional charges could be added based on tolls, tickets, fines administrative charges and other fees which may be applicable.X________________

Thank you for renting with Avis.

If you have questions regarding this rental, call us at 719-632-7367

This vehicle was rented to you by KATIE This vehicle was checked in for you by TIFFANY

[illegible] [redacted]
Customer Name [redacted]
Driver's Lic Number [redacted]
Method of Payment [illegible] [redacted]

Unit [illegible] Number [redacted]
[illegible] Number
Veh Description [illegible]
Odometer Out [illegible]
Fuel Gauge Reading: [illegible]

Pickup Date/Time [illegible]
Pickup Location [illegible]
[illegible]

Return Date/Time [illegible] [redacted]
Return Location [illegible]
[illegible]

Additional Fees May Apply if Changes Are Made To Your Return Date, Time And/Or Location

Your [illegible] Vehicle Charges

[illegible] 100.00 [illegible] 100.00 100.00
Your Estimated Time & Mileage 100.00
VEH LICENSE [illegible] 1.98
[illegible] 3.00
[illegible] 13.70
[illegible] Optional Services [illegible] 154.35
Estimated Subtotal Charges [illegible]
Sales Tax [illegible] 30.74
ROAD SAFETY FEE [illegible] [redacted] 10.00
Your Estimated Total Charges [illegible]

Your Optional Products/Services

Loss Damage Waiver	[illegible]/Day	Accepted
Personal Accident Insurance	[illegible]/Day	Declined
Personal Effects Protection	[illegible]/Day	Declined
Additional Liability Insurance	[illegible]/Day	Declined

Estimated Optional Services Total Taxable [illegible]
By my initials I [redacted] [illegible] optional services/products as shown above.

Please return the vehicle with the same fuel level as you received it. Please provide a receipt for fuel purchased. If you do not, additional fuel fees may apply [illegible] equals a [illegible] [redacted] [illegible]
.3996 per Mi or 9.59[illegible] per Gal [redacted]
I understand that important information on [illegible] and e-Toll services can be found at [illegible]

[redacted]

-----NOTICE-----NOTICE-----NOTICE-----NOTICE-----NOTICE-----NOTICE-----
THIS CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, A COLLISION DAMAGE WAIVER TO COVER YOUR RESPONSIBILITY FOR DAMAGE TO THE VEHICLE. YOU ARE ADVISED NOT TO SIGN THIS WAIVER IF YOU HAVE RENTAL VEHICLE COLLISION COVERAGE PROVIDED BY CERTAIN CARD OR PLATINUM CREDIT CARDS OR COLLISION INSURANCE ON YOUR OWN VEHICLE. BEFORE DECIDING WHETHER TO PURCHASE THE COLLISION DAMAGE WAIVER, YOU MAY WISH TO DETERMINE WHETHER YOUR OWN VEHICLE INSURANCE AFFORDS YOU COVERAGE FOR DAMAGE TO THE RENTAL VEHICLE AND THE AMOUNT OF THE DEDUCTIBLE UNDER YOUR OWN INSURANCE COVERAGE. THE PURCHASE OF THIS COLLISION DAMAGE WAIVER IS NOT MANDATORY AND MAY BE WAIVED I agree the charges listed above are estimates and that I have [illegible] the rental [illegible] [redacted] [illegible] prior written consent. Tickets, fines and admin fees to be charged to this rental. X [redacted]

If you have questions regarding this rental, call us at [illegible] This vehicle was rented to you by [illegible]

ADDENDUM TO RENTAL AGREEMENT

In connection with my [ ] Rental Application [ ] Additional Driver's Application to Avis Rent A Car System, Inc. ("Avis"), I certify that:

* I have a currently valid driver's license, not suspended, revoked, expired, cancelled, surrendered or improperly altered.
* I have not had 3 or more convictions for moving violations within the past 24 months (including seat belt violations).
* I have not been convicted of DWI/DUI/DWAI within the past 36 months.
* I have not been convicted of leaving the scene of an accident (hit and run) or failure to report an accident within the past 48 months.
* I have never been convicted of obtaining a vehicle unlawfully, possessing a stolen vehicle, or using a vehicle in a crime or in connection with an unlawful act.
* I have not been convicted of reckless driving within the past [illegible] months.
* I have not had 3 or more accidents within the past [illegible] months.

I understand that Avis regards the facts to which I am certifying as material to its decision to rent or permit me to drive its vehicle, and is relying upon the accuracy and truthfulness of this certification. I further understand and agree that if I provide false or misleading information, my use of the vehicle is prohibited and unauthorized. This may result in any and all coverage otherwise provided by the Rental Agreement being void and my being fully responsible for all loss or damage, including liability to third parties.

I authorize Avis, in the event of an accident involving an Avis vehicle, to verify my driving record with any appropriate authority, either now or in the future, and I authorize any government motor vehicle department to release my records at the request of Avis or its designee.

I understand that the only ones permitted to drive the vehicle other than the renter are the renter's spouse, the renter's co-employee (with the renter's permission, while on company business), or a person who appears at the time of the rental and signs an Additional Driver Form. These other drivers must also be at least 25 years old and validly licensed.

PERMITTING AN UNAUTHORIZED DRIVER TO OPERATE THE VEHICLE IS A VIOLATION OF THE RENTAL AGREEMENT. THIS MAY RESULT IN ANY AND ALL COVERAGE OTHERWISE PROVIDED BY THE RENTAL AGREEMENT BEING VOID AND MY BEING FULLY RESPONSIBLE FOR ALL LOSS OR DAMAGE, INCLUDING LIABILITY TO THIRD PARTIES.

I understand that this document becomes an addendum to the Rental Agreement listed below.

Renter: [redacted]

Additional Driver: X ______________________________

Date: [illegible] ______________________________

(FOR OFFICE USE ONLY)

Additional Driver's License State & Number: X ______________________________

Rental Agreement Number: [redacted]

citi

Citi Simplicity® Car[redacted]

Transaction Details

Date	Description	Amount
Jul 15, 2019	AVIS RENT-A-CAR 1 COLORADO SPRI CO	$251.19

Additional Details

Purchased On	Jul 15, 2019
Posted On	Jul 15, 2019
Purchase Method	Card Swiped
Cardmember Name	[redacted]
Category	Auto Rental - Avis Rent-a-car
Merchant Details	United States

Live Chat