

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW:
Date: Thursday, April 20, 2023 4:04:12 PM

From: [REDACTED]
Sent: Thursday, April 20, 2023 9:40 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject:

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.

Forwarding documents regarding complaint No. 11512973 from [REDACTED]

Complaint No
11512973

THE MECHANIC®

Vehicle Service Contract Wrap For New & Pre-Owned Vehicles INFORMATION SCHEDULE

Agreement # [REDACTED]

VEHICLE

Year, Make, Model, VIN 2019 KIA SORENTO LX 5XYPG4A38K [REDACTED] Vehicle Code [REDACTED]

Selling Dealer Limited Warranty: Coverage Months Miles

CUSTOMER

Buyer [REDACTED] Co-Buyer [REDACTED]

Address, City, State, ZIP [REDACTED] MABELVALE AR [REDACTED]

Phone Cell [REDACTED] Home [REDACTED] Email [REDACTED]

SELLING DEALER

Dealer Name, Dealer Number Steve Landers Kia 0RAR0096

Address, City, State, ZIP 201 Colonel Glenn Plaza Loop Little Rock AR 72210

Phone (501) 492-5800 Dealer Representative James Jordan

LIENHOLDER/LESSOR

Lienholder/Lessor, Phone Fifth Third Bank (866) 671-5353

Address, City, State, ZIP PO BOX 75011 CINCINNATI OH 45275

VEHICLE SERVICE CONTRACT INFORMATION

Coverage Plan Including Optional Coverage (if applicable)

	Platinum	Purchase Date	11/19/2019
Term Months	72	Expiration Date	11/19/2025
Term Miles	100,000	Current Mileage	108
Selling Dealer Network Deductible	\$100.00	Expiration Mileage	100,108
Out-of-Network Deductible	\$100.00	Service Contract Price	\$2,000.00

- Notice to Customer:
- The purchase of this Vehicle Service Contract is not required to obtain financing or to purchase or lease this Vehicle. The Service Contract Price may be financed with the purchase of this Vehicle. Other payment options may be available.
 - You must follow the maintenance guidelines listed in Section VIII. Your Responsibilities. If Your failure to follow the maintenance guidelines causes a Breakdown, You may be denied coverage.
 - You are required to obtain authorization prior to beginning any repairs covered by this Vehicle Service Contract. Refer to Section VIII. Your Responsibilities for instructions.
 - This Vehicle Service Contract runs concurrent with, and is secondary to, any applicable manufacturer's Warranty.
 - If the manufacturer's Warranty is void at the Purchase Date or becomes void during the Service Contract Term, We will not automatically suspend all coverage. We will not provide any coverage that would have otherwise been provided under the manufacturer's Warranty, until the full term of the manufacturer's Warranty elapses. However, We will continue to provide any other coverage under this Vehicle Service Contract, unless such coverage is otherwise excluded by the terms of this Vehicle Service Contract.
 - The benefits provided under automotive retailer Warranties required by state law are not covered by this Vehicle Service Contract.

I (Customer), whose signature appears below, acknowledge that the information contained above is true and correct, and I understand and agree to the terms and conditions,

[REDACTED] Buyer Signature [REDACTED] Co-Buyer Signature

Provider and Administrator

- In AZ, IA & WY: Consumer Program Administrators, Inc.
- In CA: Motor Warranty Services of North America, California License #0E40891
- In FL, LA & OK: Automotive Warranty Services of Florida, Inc., Florida License #60023, Oklahoma License #861338
- All Other States: Automotive Warranty Services, Inc., Texas License #168

All located at 175 West Jackson Blvd., Chicago, Illinois 60604, 1-800-621-2130

For Emergency Roadside Assistance:
Toll-free 1-866-603-5420

To File a Claim:
Toll-free 1-800-621-2130

complaint NO. 115,2973

OPTIONAL GUARANTEED ASSET PROTECTION (GAP) CONTRACT AMENDMENT

THIS IS AN AMENDMENT TO THE RETAIL INSTALLMENT SALES CONTRACT OR LEASE CONTRACT (REFERRED TO AS THE "CONTRACT") BETWEEN THE DEALER AND YOU, THE CUSTOMER, LISTED BELOW AND COVERS ONLY THE ORIGINAL CONTRACT FOR THE PURCHASE/LEASE OF THE VEHICLE.

AMENDMENT NUMBER [REDACTED]

VEHICLE INFORMATION SCHEDULE

VEHICLE
VIN: 5XYPG4A38KG [REDACTED]
New (Untitled) [X] Pre-Owned (Previously Titled) []
Make: KIA Model: SORENTO LX Trim Level: Year: 2019 Odometer: 108

CUSTOMER
Name: [REDACTED] Street: [REDACTED]
City: MABELVALE State: AR Zip Code: [REDACTED] Telephone: [REDACTED]

DEALER
Dealer #: 0RAR0096 Name: Steve Landers Kia Street: 201 Colonel Glenn Plaza Loop
City: Little Rock State: AR Zip Code: 72210 Telephone: (501) 492-5800

LIENHOLDER
Name: Fifth Third Bank PO BOX 75011 CINCINNATI OH 45275 (866) 671-5353

Contract Information and GAP Charge
Type of Contract: [X] Retail Installment Sales Contract (Conventional Loan) [] Retail Installment Sales Contract (Other Loan - Deferred, Balloon, etc.) [] Lease
Date of Contract: 11/19/2019 Date of First Payment: 02/17/2020 A.P.R.: 5.84
Amount Financed or Capitalized Cost: \$ 33999.82 Balloon Amount or Residual Value: \$ 0.00 Total of Payments: \$ 41057.25
Contract Term: 75 (Retail Installment Sales Contract Term may not exceed 84 Months) (Lease Term may not exceed 60 Months)
GAP Charge: \$ 850.00

IMPORTANT INFORMATION REGARDING OPTIONAL GAP. PLEASE READ.

- I. KEY INFORMATION
1. You might not need GAP depending on how much of a down payment (including trade-in value) You made on Your Vehicle, the term of Your Contract, the make of Vehicle and other considerations.
2. You may purchase GAP only at the time You sign Your Contract to purchase or lease the Vehicle from the Dealer.
3. GAP Charge is not regulated by any governmental entity. It is Your responsibility to determine whether the cost for GAP is reasonable in relation to the protections it affords You and Your family. You may also wish to consult an insurance agent to determine whether alternative programs or products are available and at what cost.
4. In cases of Transfer of Equity (See Section III - DEFINITIONS), GAP is transferable.
5. GAP coverage may decrease over the term of the Contract.
6. GAP coverage terminates if You prepay or refinance the Contract to which this Amendment refers. You are entitled to a refund of the GAP Charge, as outlined in the CANCELLATION PROVISIONS, as of the date of the prepayment or refinance.
7. GAP coverage terminates upon the expiration of any redemption period following the repossession or surrender of Your Vehicle.
8. You are not required to purchase GAP to obtain credit or financing. Neither the extension of credit, the terms of credit, nor the terms of the related motor vehicle sale or lease, may be conditioned upon the purchase of GAP. It is completely voluntary and optional.
9. GAP is not a substitute for nor does it provide any insurance coverage for You or the Vehicle, such as collision, comprehensive, bodily injury, property damage or liability.
10. Extensions, Holiday or Deferred Payments, which are not part of the scheduled Contract payments, are considered late payments.
11. GAP does not provide any benefit for lost cash down payment, trade equity or finance charges after the Date of Loss.
12. There is no GAP payment in the event that there is no Deficiency Balance.

II. GAP CONTRACT AMENDMENT
If You purchase optional GAP and pay the GAP Charge shown above, Your Contract with the Dealer is amended by adding the following and subject to the provisions on the following page:
If the Insurance Company providing physical damage coverage on the Vehicle described above determines that the Vehicle is a Total Loss, then You will be responsible for paying only the following to the Lienholder You make payments to under the Contract:
1. A) The Value of the Vehicle as determined by the physical damage insurance company on the Date of Loss or the NADA Retail Value of the Vehicle, whichever is greater, plus any physical damage insurance deductible over \$1,000 which reduces that settlement, or
B) If there is no physical damage insurance in effect on the Date of Loss, the average retail price of the Vehicle on the Date of Loss based on a current edition of the NADA Used Vehicle Price Guide.
You will also be responsible for any early termination fees, late or deferred payments and charges, finance charges after the Date of Loss and refundable portions of any cancelable add-ons such as service contracts, credit life insurance or pre-paid maintenance agreements.
2. In addition to the above, You will be responsible for any portion of a Deficiency Balance that results from the Amount Financed or Capitalized Cost that exceeded 150% of the Retail Value of the Vehicle.
CANCELLATION PROVISIONS
To cancel GAP at any time, or in the event of the early termination of Your loan with the Lienholder, You must provide written notice of this cancellation or early termination of Your loan to the Administrator, Us or the Lienholder within ninety (90) days after Your decision to cancel or the occurrence of the event causing the early termination of loan. If You notify the Administrator, Us or the Lienholder within thirty (30) days of the Date of Contract, a full refund of the GAP Charge will be made. After thirty (30) days, the refund will be calculated on a pro-rata basis. No cancellation fee will be charged if this GAP Amendment is canceled. Any refund will be sent to Your Lienholder. Under no circumstances will this Amendment be reinstated after a cancellation has been processed. In the event of a covered Total Loss, the GAP Charge will be considered fully earned and no refund will be available.
This Contract Amendment includes all provisions on this, as well as, the following page and is binding on any Lienholder."

By signing below, I, the Customer acknowledge that I have requested GAP coverage, read all sections of this Contract Amendment including the provisions on the following page, received a copy of it, understand it and agree to pay the GAP Charge stated above.
I acknowledge:
1. GAP is optional and I am not required to buy it.
2. GAP does not provide any insurance coverage.
3. I must have physical damage insurance on my Vehicle on the Date of Contract for GAP to be effective.
4. No cancellat [REDACTED]
Customer: [REDACTED]
Date: 11/19/2019

By signing below, the Dealer acknowledges that all sections of this Amendment have been reviewed with the Customer.
Dealer: [Signature]
Date: 11/19/2019
Administrator:
Automotive Warranty Services, Inc.
P.O. Box 802747
Chicago, Illinois 60680-2747
Toll Free: 1-877-394-1206

Complaint No
115 12973



201 colonel Glenn plaza loop
Little Rock 72210
Phone: 5014925800
AR Arkansas
US United States

Repair Order #: [REDACTED]
Tag #: [REDACTED]
Invoice Date: 03/01/2023
Advisor: RONALD LEWIS BETHELL
Advisor No. #: 6713
Order Open Date: 02/27/2023

Customer Information
[REDACTED]
MABELVALEAR
Customer Number [REDACTED]
Home Phone #: [REDACTED]
Cell Phone #: [REDACTED]
Business Phone #: [REDACTED]

Vehicle Information
2019KIASORENTO L FWD
VIN #: 5XYPG4A38KG [REDACTED]
Color #: EBONY BLACK
Mileage #: 78272

Job # 1 Labor Total: \$ 214.50

CUSTOMER STATS CEL IS ON AND FLASHING BOGS DOWN AND WONT GOOVER 60MPH

Cause: FOUND DTC P1326, COMPLETED BCT (PASS) AND RECOMMEND ECUUPGRADE.
Correction:

Part Number	Part Description	Parts Total:	\$ 0.00
G.O.G. & Supplies		Total GOG:	\$ 0.00
Qty	Item Description	Total	
Job # 1 Total:			\$ 214.50

Job # 2 Labor Total: \$ 0.00

PERFORM MULTI-POINT INSPECTION.

Cause:
Correction: .

Part Number	Part Description	Parts Total:	\$ 0.00
G.O.G. & Supplies		Total GOG:	\$ 0.00
Qty	Item Description	Total	
Job # 2 Total:			\$ 0.00

03/01/2023 11:03 AM

* OEM means Original Equipment Manufacturer (factory) Parts | ** All parts are New unless specified otherwise.

~~ Thank you for your business ~~

COMPLAINT 100
11512973



201 colonel Glenn plaza loop
Little Rock 72210
Phone: 5014925800
AR Arkansas
US United States

Repair Order #: [REDACTED]
Tag #: [REDACTED]
Invoice Date: 03/01/2023
Advisor: RONALD LEWIS BETHELL
Advisor No. #: 6713
Order Open Date : 02/27/2023

Sublets

Job # PO # Description

Sublet Total: \$ 0.00

Amount Totals

Total Labor: \$ 214.50
Total Parts: \$ 0.00
Total Sublet: \$ 0.00
Total G.O.G.: \$ 0.00
Misc: \$ 21.45
Discounts: \$ 0.00
Sales Tax: \$ 18.50

Customer Total: \$ 254.45

Terms and Acceptance

Customer acknowledges approval of work described in this Repair Order Summary. Any Warranties on the product sold herein are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express including any implied warranty of merchantability or fitness for a particular purpose. and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Please look for a survey on your service experience. The manufactures survey will be sent to you by email. If you are not sure if your current email address is on file please check with your service advisor.

We're working hard to make customers for life!



Customer acknowledges receipt of copy

03/01/2023 11:03 AM

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~~ Thank you for your business ~~

Complaint No
115 12973



201 colonel Glenn plaza loop
Little Rock 72210
Phone: 5014925800
AR Arkansas
US United States

Repair Order #: [REDACTED]
Tag #: [REDACTED]
Invoice Date: 03/01/2023
Advisor: RONALD LEWIS BETHELL
Advisor No. #: 6713
Order Open Date: 02/27/2023

Customer Information	
[REDACTED]	[REDACTED]
MABELVALEAR	[REDACTED]
Customer Number	[REDACTED]
Home Phone #:	[REDACTED]
Cell Phone #:	[REDACTED]
Business Phone #:	[REDACTED]

Vehicle Information	
2019KIASORENTO L FWD	
VIN #:	5XYPG4A38KG [REDACTED]
Color #:	EBONY BLACK [REDACTED]
Mileage #:	78272

Job # 1

Labor Total: \$ 214.50

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Correction:

Part Number	Part Description	Parts Total:	\$ 0.00
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G.O.G. & Supplies	Total GOG:	\$ 0.00
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Qty	Item Description	Total
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Job # 1 Total: \$ 214.50

Job # 2

Labor Total: \$ 0.00

PERFORM MULTI-POINT INSPECTION.

Cause:
Correction: .

Part Number	Part Description	Parts Total:	\$ 0.00
-------------	------------------	--------------	---------

G.O.G. & Supplies	Total GOG:	\$ 0.00
-------------------	------------	---------

Qty	Item Description	Total
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Job # 2 Total: \$ 0.00

03/01/2023 11:03 AM

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Please look for a survey on your service experience. The manufactures survey will be sent to you by email. If you are not sure if your current email address is on file please check with your service advisor.

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THE MECHANIC®

Vehicle Service Contract Wrap For New & Pre-Owned Vehicles INFORMATION SCHEDULE

Agreement # [REDACTED]

VEHICLE

Year, Make, Model, VIN 2019 KIA SORENTO LX 5XYPG4A38K [REDACTED] Vehicle Code [REDACTED]

Selling Dealer Limited Warranty: Coverage Months Miles

CUSTOMER

Buyer [REDACTED] Co-Buyer [REDACTED]

Address, City, State, ZIP [REDACTED] MABELVALE AR [REDACTED]

Phone Cell [REDACTED] Home [REDACTED] Email [REDACTED]

SELLING DEALER

Dealer Name, Dealer Number Steve Landers Kia 0RAR0096

Address, City, State, ZIP 201 Colonel Glenn Plaza Loop Little Rock AR 72210

Phone (501) 492-5800 Dealer Representative James Jordan

LIENHOLDER/LESSOR

Lienholder/Lessor, Phone Fifth Third Bank (866) 671-5353

Address, City, State, ZIP PO BOX 75011 CINCINNATI OH 45275

VEHICLE SERVICE CONTRACT INFORMATION

Coverage Plan Including Optional Coverage (if applicable)

	Platinum	Purchase Date	11/19/2019
Term Months	72	Expiration Date	11/19/2025
Term Miles	100,000	Current Mileage	108
Selling Dealer Network Deductible	\$100.00	Expiration Mileage	100,108
Out-of-Network Deductible	\$100.00	Service Contract Price	\$2,000.00

- Notice to Customer:
- The purchase of this Vehicle Service Contract is not required to obtain financing or to purchase or lease this Vehicle. The Service Contract Price may be financed with the purchase of this Vehicle. Other payment options may be available.
 - You must follow the maintenance guidelines listed in Section VIII. Your Responsibilities. If Your failure to follow the maintenance guidelines causes a Breakdown, You may be denied coverage.
 - You are required to obtain authorization prior to beginning any repairs covered by this Vehicle Service Contract. Refer to Section VIII. Your Responsibilities for instructions.
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 - If the manufacturer's Warranty is void at the Purchase Date or becomes void during the Service Contract Term, We will not automatically suspend all coverage. We will not provide any coverage that would have otherwise been provided under the manufacturer's Warranty, until the full term of the manufacturer's Warranty elapses. However, We will continue to provide any other coverage under this Vehicle Service Contract, unless such coverage is otherwise excluded by the terms of this Vehicle Service Contract.
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complaint NO. 115,2973

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AMENDMENT NUMBER [REDACTED]

VEHICLE INFORMATION SCHEDULE

VEHICLE
VIN: 5XYPG4A38KG [REDACTED]
New (Untitled) [X] Pre-Owned (Previously Titled) []
Make: KIA Model: SORENTO LX Trim Level: Year: 2019 Odometer: 108

CUSTOMER
Name: [REDACTED] Street: [REDACTED]
City: MABELVALE State: AR Zip Code: [REDACTED] Telephone: [REDACTED]

DEALER
Dealer #: 0RAR0096 Name: Steve Landers Kia Street: 201 Colonel Glenn Plaza Loop
City: Little Rock State: AR Zip Code: 72210 Telephone: (501) 492-5800

LIENHOLDER
Name: Fifth Third Bank PO BOX 75011 CINCINNATI OH 45275 (866) 671-5353

Contract Information and GAP Charge
Type of Contract: [X] Retail Installment Sales Contract (Conventional Loan) [] Retail Installment Sales Contract (Other Loan - Deferred, Balloon, etc.) [] Lease
Date of Contract: 11/19/2019 Date of First Payment: 02/17/2020 A.P.R.: 5.84
Amount Financed or Capitalized Cost: \$ 33999.82 Balloon Amount or Residual Value: \$ 0.00 Total of Payments: \$ 41057.25
Contract Term: 75 (Retail Installment Sales Contract Term may not exceed 84 Months) (Lease Term may not exceed 60 Months)
GAP Charge: \$ 850.00

IMPORTANT INFORMATION REGARDING OPTIONAL GAP. PLEASE READ.

- I. KEY INFORMATION
1. You might not need GAP depending on how much of a down payment (including trade-in value) You made on Your Vehicle, the term of Your Contract, the make of Vehicle and other considerations.
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6. GAP coverage terminates if You prepay or refinance the Contract to which this Amendment refers. You are entitled to a refund of the GAP Charge, as outlined in the CANCELLATION PROVISIONS, as of the date of the prepayment or refinance.
7. GAP coverage terminates upon the expiration of any redemption period following the repossession or surrender of Your Vehicle.
8. You are not required to purchase GAP to obtain credit or financing. Neither the extension of credit, the terms of credit, nor the terms of the related motor vehicle sale or lease, may be conditioned upon the purchase of GAP. It is completely voluntary and optional.
9. GAP is not a substitute for nor does it provide any insurance coverage for You or the Vehicle, such as collision, comprehensive, bodily injury, property damage or liability.
10. Extensions, Holiday or Deferred Payments, which are not part of the scheduled Contract payments, are considered late payments.
11. GAP does not provide any benefit for lost cash down payment, trade equity or finance charges after the Date of Loss.
12. There is no GAP payment in the event that there is no Deficiency Balance.

II. GAP CONTRACT AMENDMENT
If You purchase optional GAP and pay the GAP Charge shown above, Your Contract with the Dealer is amended by adding the following and subject to the provisions on the following page:
If the Insurance Company providing physical damage coverage on the Vehicle described above determines that the Vehicle is a Total Loss, then You will be responsible for paying only the following to the Lienholder You make payments to under the Contract:
1. A) The Value of the Vehicle as determined by the physical damage insurance company on the Date of Loss or the NADA Retail Value of the Vehicle, whichever is greater, plus any physical damage insurance deductible over \$1,000 which reduces that settlement, or
B) If there is no physical damage insurance in effect on the Date of Loss, the average retail price of the Vehicle on the Date of Loss based on a current edition of the NADA Used Vehicle Price Guide.
You will also be responsible for any early termination fees, late or deferred payments and charges, finance charges after the Date of Loss and refundable portions of any cancelable add-ons such as service contracts, credit life insurance or pre-paid maintenance agreements.
2. In addition to the above, You will be responsible for any portion of a Deficiency Balance that results from the Amount Financed or Capitalized Cost that exceeded 150% of the Retail Value of the Vehicle.
CANCELLATION PROVISIONS
To cancel GAP at any time, or in the event of the early termination of Your loan with the Lienholder, You must provide written notice of this cancellation or early termination of Your loan to the Administrator, Us or the Lienholder within ninety (90) days after Your decision to cancel or the occurrence of the event causing the early termination of loan. If You notify the Administrator, Us or the Lienholder within thirty (30) days of the Date of Contract, a full refund of the GAP Charge will be made. After thirty (30) days, the refund will be calculated on a pro-rata basis. No cancellation fee will be charged if this GAP Amendment is canceled. Any refund will be sent to Your Lienholder. Under no circumstances will this Amendment be reinstated after a cancellation has been processed. In the event of a covered Total Loss, the GAP Charge will be considered fully earned and no refund will be available.
This Contract Amendment includes all provisions on this, as well as, the following page and is binding on any Lienholder."

By signing below, I, the Customer acknowledge that I have requested GAP coverage, read all sections of this Contract Amendment including the provisions on the following page, received a copy of it, understand it and agree to pay the GAP Charge stated above.
I acknowledge:
1. GAP is optional and I am not required to buy it.
2. GAP does not provide any insurance coverage.
3. I must have physical damage insurance on my Vehicle on the Date of Contract for GAP to be effective.
4. No cancellat [REDACTED]
Customer: [REDACTED]
Date: 11/19/2019

By signing below, the Dealer acknowledges that all sections of this Amendment have been reviewed with the Customer.
Dealer: [Signature]
Date: 11/19/2019
Administrator:
Automotive Warranty Services, Inc.
P.O. Box 802747
Chicago, Illinois 60680-2747
Toll Free: 1-877-394-1206

STEVE LANDERS KIA
201 COL GLENN PLZ LOOP
LITTLE ROCK, AR 72210



201 Colonel Glenn Plaza Loop
Little Rock, AR 72210
501-492-5800
www.SteveLandersKia.com

SERVICE INVOICE

12/01/2022 09:13:02
CREDIT CARD
VISA SALI:

Card # XXXXXXXXXX
Chip Card: VISA DEBIT
AID: A0000000031010
SEQ #: 1
Batch #: [REDACTED]

11512973

CELL: [REDACTED]

INVOICE [REDACTED]
Approval Code: 161639
Entry Method: Chip Read
Mode: Issuer

SALE AMOUNT \$440.64

ADVISOR WADE NEAL	TAG NO 398	INVOICE DATE 12/01/22	INVOICE NO [REDACTED]
LABOR RATE	LICENSE NO.	MILEAGE 73,168	COLOR EBONY BLACK
YEAR / MAKE / MODEL 19/KIA/SORENTO/SORENTO L FWD		DELIVERY DATE	DELIVERY MILES 108
VEHICLE I.D. NO. 5 X Y P G 4 A 3 8 K G		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE 12/01/22	
SS PHONE	COMMENTS		

MO: [REDACTED]

CUSTOMER COPY

SVC TECH(S):425 57.59
5,000 ***
000

sensor, Outlet Temp and Flow

- MCBC Check Battery Condition
- MCSC Cooling System Check
- MESC Exhaust System Check
- MINAFEC Inspect Air Filter For Evap Canister
- MINBF Inspect Brake Fluid
- MINFFCL Inspect Fuel Filler Cap & Vapor Hose
- MINPKB Inspect Parking Brake
- MINSAF Inspect Air Filter
- MINSBJDC Inspect Ball Joints
- MINSBLH Inspect Brake Lines & Hoses
- MINSDB Inspect Drive Axles & Boots
- MINSDB Inspect Drive Belts
- MINSDB Inspect Disc Brakes
- MINSL Inspect Steering Linkage
- MINSSGH Inspect Steering Gear
- MINVH Inspect Vacuum Hoses
- MOFCM OEM Oil & Filter Change
- MROT Rotate Tires

CUSTOMER REQUESTS A 75K MILE SERVICE.
PREVENTIVE MAINTENANCE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
	1		26300-35505	FILTER ASSY-ENG		8.00
	1		21513-23001	GASKET-OIL PLUG		1.00
	6		5W20S	FULL SYN OIL		6.00
TOTAL - PARTS						45.00

JOB# 1 TOTALS-----
LABOR 57.59
PARTS 45.00

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 102.59

JOB# 2 CHARGES-----

LABOR-----
J# 2 00K1ZZMI MULTI PT INSPECTION TECH(S):425 0.00
PERFORM MULTI-POINT INSPECTION.

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3+02K1ZZRBATT RED-BATTERY COND TECH(S):425 0.00
Added Operation (JAYJONES @ 12/01/2022 07:53)
YOUR BATTERY HAS FAILED A LOAD TEST.

DISCLAIMER OF WARRANTIES
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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

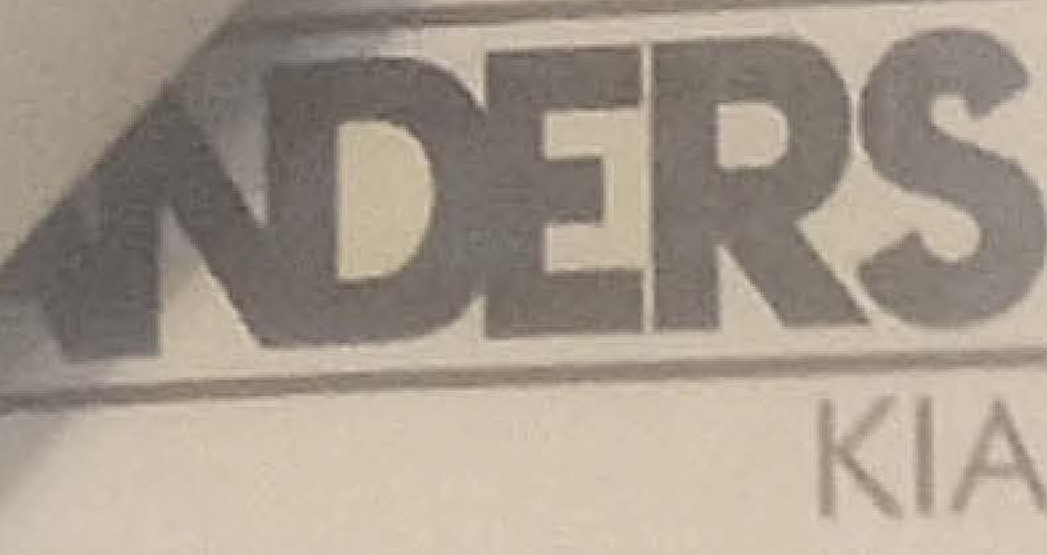
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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X _____ CUSTOMER SIGNATURE

THANK YOU!



201 Colonel Glenn Plaza Loop
 Little Rock, AR 72210
 501-492-5800
 www.SteveLandersKia.com

SERVICE INVOICE

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR WADE NEAL	398	TAG NO 4969	INVOICE DATE 12/01/22	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 73,168	COLOR EBONY BLACK	STOCK NO. [REDACTED]
MABELVALE, AR	YEAR / MAKE / MODEL 19/KIA/SORENTO/SORENTO L FWD			DELIVERY DATE	DELIVERY MILES 108
[REDACTED]	VEHICLE I.D. NO. 5 X Y P G 4 A 3 8 K G			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P. NO.	R.O. DATE 12/01/22		
REFERENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			

MO: [REDACTED]

RECOMMEND BATTERY REPLACEMENT AT THIS TIME.

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
 J# 4+02K1ZZM1 MISC BATTERY TECH(S):425 30.00
 Added Operation (WNEAL @ 12/01/2022 08:17)
 REPLACE BATTERY
 R&R BATTERY

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
1 37110-H7A00C BATTERY 65-94R/	265.00
TOTAL - PARTS	265.00

JOB# 4 TOTALS-----

LABOR 30.00
 PARTS 265.00

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 295.00

JOB# 5 CHARGES-----

LABOR-----
 J# 5+01K1ZZDS ADVISED OF SERVICE TECH(S):425 0.00
 Added Operation (WNEAL @ 12/01/2022 08:19)
 CUSTOMER DECLINED FUEL INDCUTION, COOLANT FLUSH, BRAKE FLUSH
 SCHEDULE AN APPOINTMENT WITH YOUR SERVICE CONSULTANT.

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX K1CS JOB# 5 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
JOB # A SS SHOP SUPPLIES/HAZARDOUS WASTE FEE	8.76
TOTAL - MISC	8.76

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$450.00 (+TAX)

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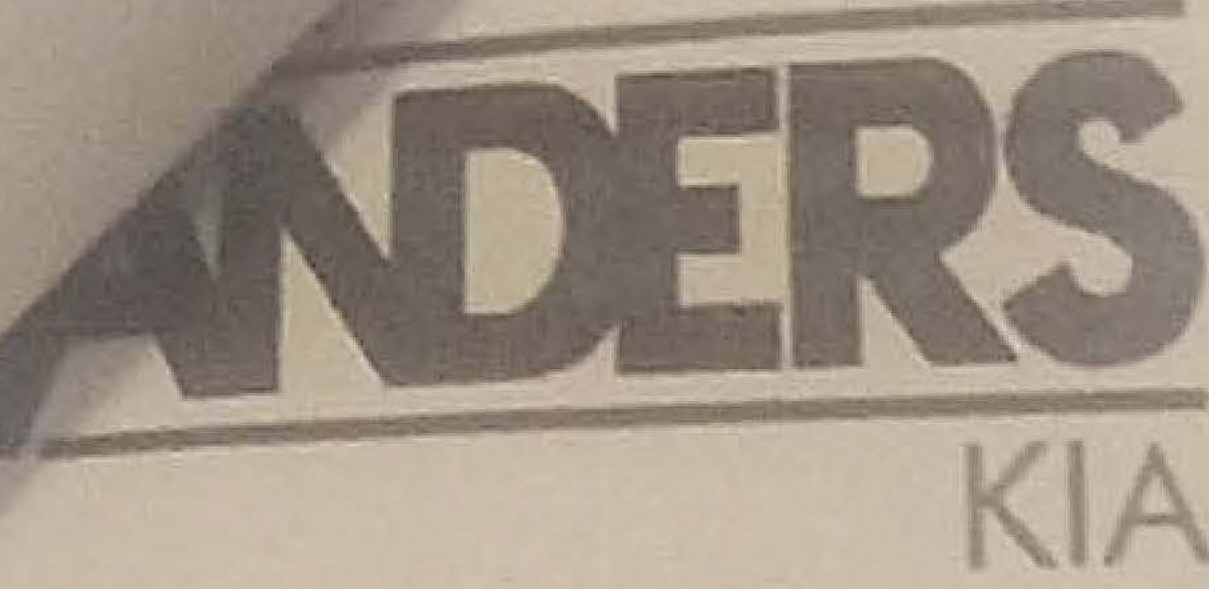
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[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 73,168
[REDACTED]	YEAR / MAKE / MODEL 19/KIA/SORENTO/SORENTO L FWD	COLOR EBONY BLACK	STOCK NO. [REDACTED]
MABELVALE, AR [REDACTED]	VEHICLE I.D. NO. 5 X Y P G 4 A 3 8 K G [REDACTED]	DELIVERY DATE	DELIVERY MILES 108
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.
[REDACTED]	[REDACTED]	[REDACTED]	R.O. DATE 12/01/22
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	MO: [REDACTED]

TOTALS-----

*****	TOTAL LABOR....	87.59
*****	TOTAL PARTS....	310.00
*****	TOTAL SUBLET...	0.00
*****	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	8.76
*****	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	34.29
*****	TOTAL INVOICE \$	440.64

THANK YOU FOR SELECTING STEVE LANDERS KIA FOR YOUR SERVICE NEEDS. YOU MAY BE RECEIVING A SURVEY FROM THE MANUFACTURER IN THE NEAR FUTURE. WE WOULD APPRECIATE YOU TAKING A FEW MOMENTS TO COMPLETE AND RETURN THIS SURVEY. THE INFORMATION IS VERY VALUABLE IN HELPING US TO IMPROVE THE SERVICE WE PROVIDE TO YOU.

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X _____
 CUSTOMER SIGNATURE

THANK YOU!

SERVICE INVOICE

STEVE LANDERS KIA
 201 COL GLENN PLZ LOOP
 LITTLE ROCK, AR 72210
 03/17/2023 08:15:49
 CREDIT CARD
 VISA SALE



201 Colonel Glenn Plaza Loop
 Little Rock, AR 72210
 501-492-5800
 www.SteveLandersKia.com

Card # XXXXXXXXXX
 Chip Card: VISA DEBIT
 AID: A0000000031010
 SEQ #: 2
 Batch #:
 INVOICE
 Approval Code: 181557
 Entry Method: Chip Read
 Mode: Issuer
 SALE AMOUNT \$322.25

11512973

CELL: [REDACTED]

ADVISOR AARON ELLIS	TAG NO 451	INVOICE DATE 03/17/23	INVOICE NO. [REDACTED]
LABOR RATE	LICENSE NO.	MILEAGE 79,251	COLOR EBONY BLACK
YEAR / MAKE / MODEL 19/KIA/SORENTO/SORENTO L FWD		DELIVERY DATE	DELIVERY MILES 108
VEHICLE I.D. NO. 5 X Y P G 4 A 3 8 K G		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE 03/17/23	
SS PHONE	COMMENTS		

CUSTOMER COPY

INSPECTION TECH(S):3765 0.00
 NT INSPECTION.

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00
 JOB# 2 CHARGES-----

LABOR-----
 J# 2 49K1ZZ078750 78.75K MILE SVC TECH(S):3765 170.00
 *** 78,750 Mile Service at 78,750 Miles ***
 78,750 Mile Service at 78,750 Miles
 MINSBJDC Inspect Ball Joints
 MINSDBAB Inspect Drive Axles & Boots
 MINSDESCB Inspect Disc Brakes
 MINSL Inspect Steering Linkage
 MINSSGH Inspect Steering Gear
 MOFCM OEM Oil & Filter Change
 CUSTOMER REQUESTS A 78.75K MILE SERVICE.
 PREVENTIVE MAINTENANCE.
 OIL CHANGE TIRE ROTATION AND COOLANT FLUSH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	26300-35505	FILTER ASSY-ENG	8.00	8.00
	1	21513-23001	GASKET-OIL PLUG	1.00	1.00
	6	5W20S	FULL SYN OIL	6.40	38.40
	1	UM040-CH012	ANTIFREEZ/COOLA	16.60	16.60
	1	5901	COOLING SYS KT	47.01	47.01
				TOTAL - PARTS	111.01

JOB# 2 TOTALS-----
 LABOR 170.00
 PARTS 111.01
 JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 281.01
 JOB# 3 CHARGES-----

LABOR-----
 J# 3+42K1ZZWWR RED-WIPER/WASHER TECH(S):3765 0.00
 Added Operation (TRABORN @ 03/17/2023 07:29)
 WHILE PERFORMING YOUR VEHICLE INSPECTION, WE FOUND A
 CONDITION RELATING TO YOUR WIPERS/WASHERS THAT REQUIRES
 ATTENTION.
 SEE YOUR ADVISOR AND/OR MULTI POINT INSPECTION FOR DETAILS.

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A SS SHOP SUPPLIES/HAZARDOUS WASTE FEE 17.00

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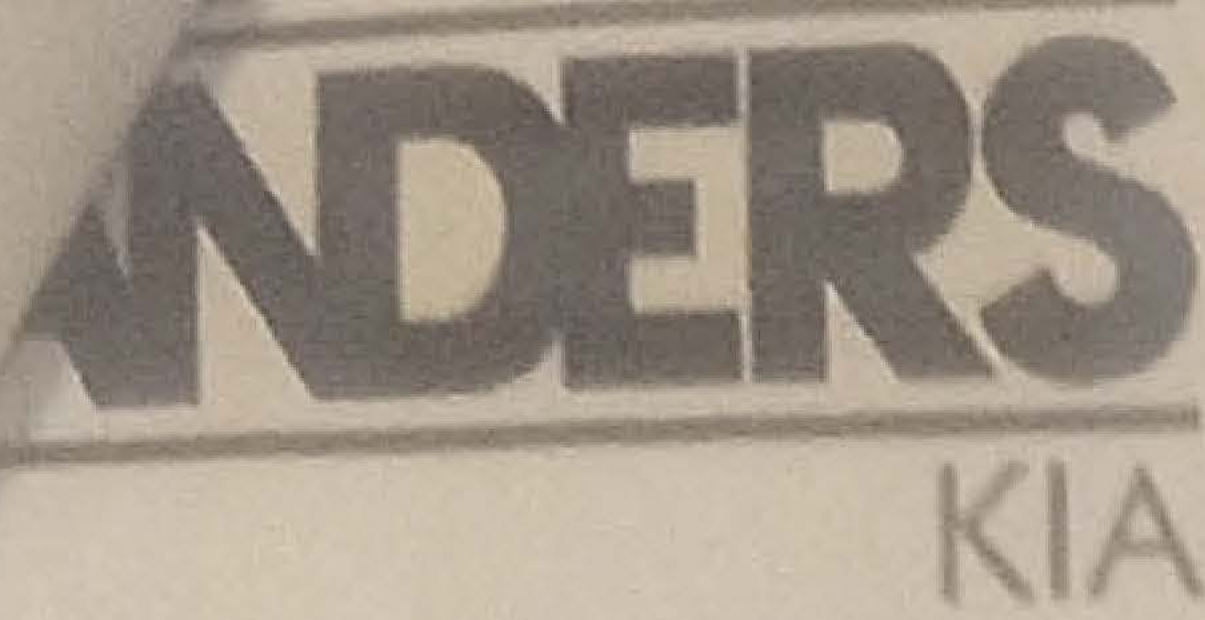
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X _____
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[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 79,251
[REDACTED]	YEAR / MAKE / MODEL 19/KIA/SORENTO/SORENTO L FWD	DELIVERY DATE	DELIVERY MILES 108
[REDACTED]	VEHICLE I.D. NO. 5 X Y P G 4 A 3 8 K G	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE 03/17/23
[REDACTED]	BUSINESS PHONE	COMMENTS	MO: 79251

TOTAL - MISC 17.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$350.00 (+TAX)
 COMMENTS-----
 DELETED OPERATION(S)-----
 49K1ZZ000CSF COOLANT EXCHANGE 03K1ZZTRO TIRE ROTATION

TOTALS-----

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TOTAL LABOR....	170.00
TOTAL PARTS....	111.01
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	17.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	24.24
TOTAL INVOICE \$	322.25

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 LABOR LISTED

X _____
 CUSTOMER SIGNATURE

**THANK
 YOU!**

Steve Landers Kia Multi-Point Inspection

Customer Name: [REDACTED]
 Phone: [REDACTED]
 Service Advisor: AARON LEE ELLIS

Vehicle Year/Model: 19 KIA SORENTO
 VIN: 5XYPG4A38KG [REDACTED]
 Technician: TRISTEN SCOTT RABORN

Printed: 03/17/2023 08:12:28
 Odometer: 79251
 RO: [REDACTED] Tag: [REDACTED]

INSPECTION RESULT - OK WILL REQUIRE FURTHER ATTENTION REQUIRES IMMEDIATE ATTENTION

Green Yellow Red

Washer fluid

Transmission fluid

Brake fluid

Power steering fluid

Coolant

Engine oil

4X4 Transfer case, front drive axle and clutch reservoir fluids (truck only)

Windshield for cracks, chips and pitting

Condition of engine air filter **Comment** FURTHER ATTENTION

Condition of cabin air filter **Comment** FURTHER ATTENTION

Brake lines/hoses/parking brake

Clutch operation (if equipped)

Drive axle boots (CV, if equipped)

Cooling system and hoses for visible leaks and damage

Drive belt(s)

Exhaust system (loose parts, visible damage, leaks)

Oil and/or fluid leaks (specify)

Operation of horn

Operation of interior and exterior lights

Windshield washer spray or wiper operation **Comment** WIPERS STREAKING REC REPLACING SOON

Steering, steering linkages/wheel end play/bearings

Suspension (damage/leaks/struts for bounce/shocks)

Wheel alignment needed

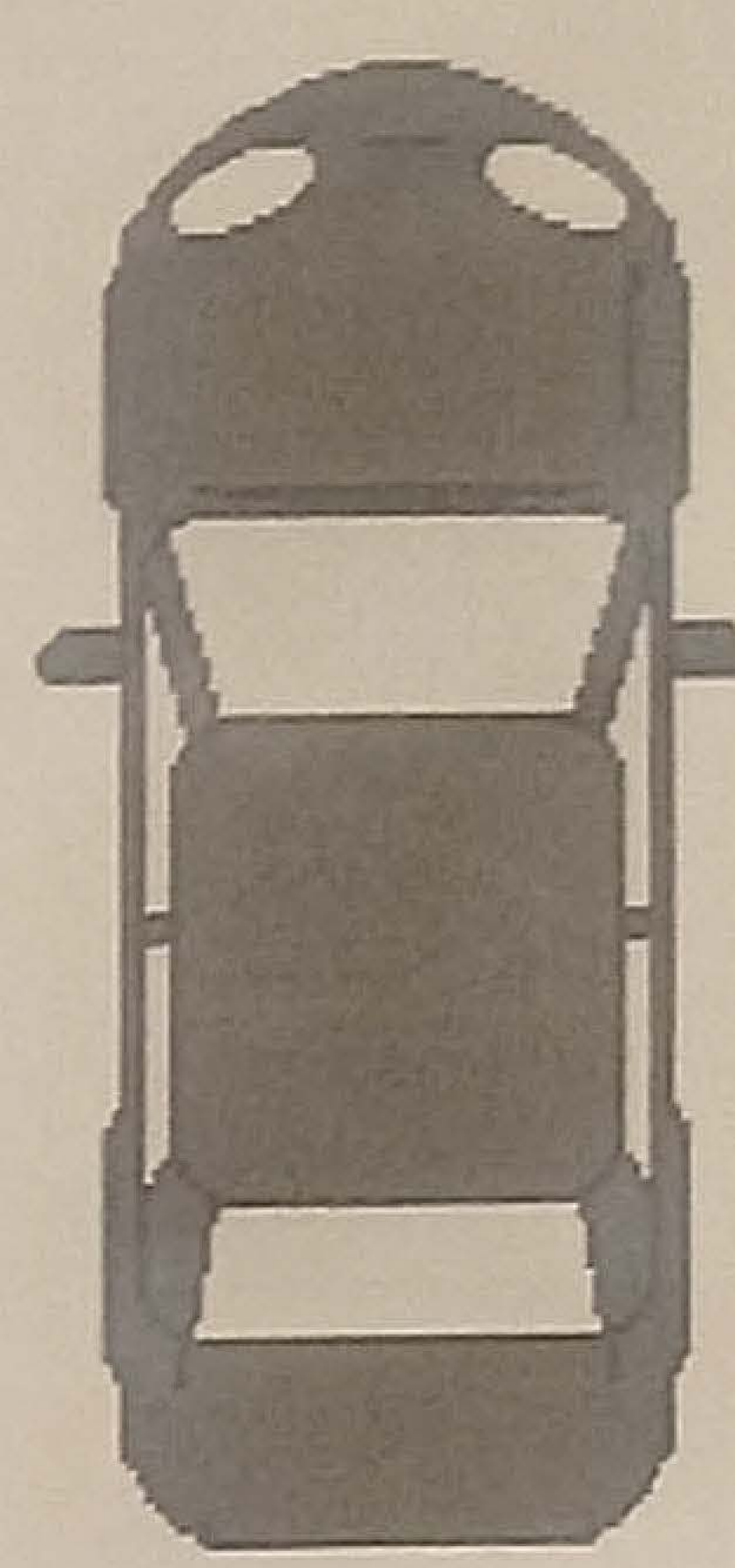
Tire rotation needed

Other issues:

Front / Rear Brake Linings

LF RF

Green Yellow Red



Green Yellow Red

LR RR

Green Yellow Red

Green Yellow Red

Serviced

Inspection Not Taken

7mm or Greater


6mm to 4mm

3mm or Less

Check Tires / Tread Depth

LF RF

Green Yellow Red



Green Yellow Red

LR RR

Green Yellow Red

Green Yellow Red

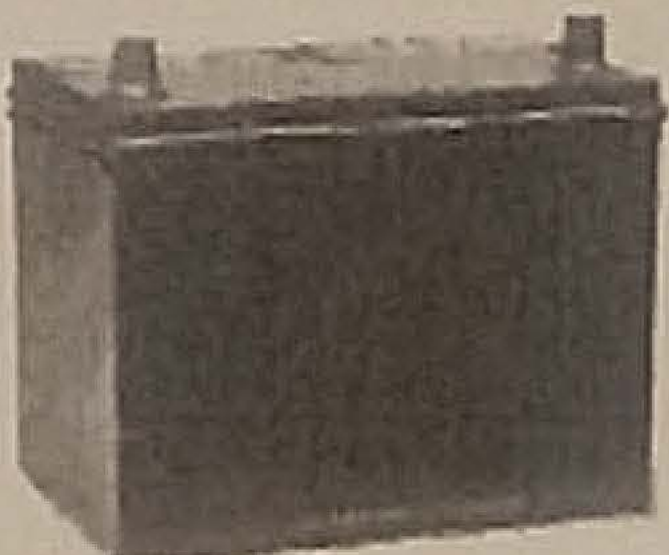
Serviced

6/32" or Greater

5/32" to 4/32"

3/32" or Less

Check Battery Performance



Good Serviced

Fair

Bad

Actual Cold Cranking Amps

Factory Cold Cranking Amps

Tire Tread Measurements: LF: 7/32" RF: 6/32" LR: 7/32" RR: 7/32"

General Comment: WIPERS