

TO: NHTSA
1200 New Jersey Ave SE
Washington, DC 20590

FROM:

[REDACTED]
Gardena, CA [REDACTED]

SUBJECT: Deceptive Sales/Road Unworthy Car sale #11709524

I am contacting in regards to the above-mentioned claim. Enclosed you will find several supporting documents to support my claim and assist with your determination.

FACTS:

On [REDACTED] was scammed during the purchase of a used car in the total amount of \$6940. The car required tires paid in the amount of \$220, brakes and rotors in the amount of \$524.19. The allegation is worthy as the dealership and its sales reps used deceptive sales practices to sway my judgement during the purchase of a 2018 Kia Optimum. I used my Chase Debit Card for a portion of the purchase in the amount of \$2000.00. On [REDACTED] the vehicle stopped as the check engine light was on and the car smelled of electrical wiring/fire. The car had to be towed for \$56 and all occupants were stranded and incurred transportation expense \$69 to get home.

The enclosed supporting documents will show that J and J Auto house used deceptive business practices during the sale of vehicles.

1. Bait and Switch-We allege advertised a car on line to lure consumers to their dealership buy unreliable cars.
2. Writes contracts to fraud consumers as they do not reflect the true transaction.
3. On [REDACTED] J and J Auto House failed to disclose the vehicle had manufacturer recalls.
4. On [REDACTED] J and J Auto House failed to obtain buyer 1 and buyer 2 signature for all documents.
5. The buyer's guide contradicts the vehicle registration and bill of sale.
6. J and J Auto House was aware the vehicle would be driven to Arizona. We allege the vehicle was manipulated for the purpose of sale with full knowledge the vehicle was not road worthy.
7. J and J Auto House made numerous promises to take care of any extreme issues and then declined to assist with anything.

8. J and J Auto House failed to disclose manufacturer recalls to the buyer; impacting the buyer's decision in vehicle purchase.
9. J and J Auto House Instagram advertisement reflects they sale quality used vehicles that are reliable. I am enclosing multiple complaints from female buyers who have also been scammed.
10. J and J Auto House is not reasonable and refused to allow buyer to bring vehicle to dealership for evaluation.
11. J and J Auto House refused to provide any service information
12. J and J Auto House refused to disclose any repair work performed prior to the sale of vehicle.
13. Three months and 26 days is not a lot of time to have a car in your possession and the car is in complete engine failure.
14. J and J Auto house does not care about customers and falsely advertise they sell quality cars.
15. J and J auto house avoided calls and then when used another family member's number the call was answered and Pedro refused to take any accountability.
16. We asked J and J Auto house to allow us to return the vehicle for evaluation with their mechanic-We were denied
17. We asked J and J Auto House to allow us to return the vehicle for refund- We were denied.
18. We asked J and J Auto to meet their promises-We were denied
19. We asked J and J Auto to meet us halfway with repairs and they declined
20. We contacted J and J Auto House on [REDACTED] and have since sent a formal request via USPS mail.

Attachments

1. Bill of sale which reflect 1 buyer and vehicle is sold as is which is false in reference to the vehicle temporary registration and buyer's guide. Bill of sale has no signatures from any of involved parties.
2. Vehicle Registration clearly indicates (2) buyers with an Arizona address.
3. Buyer's 'Guide reflects car is purchased with limited warranty and not AS IS as stated in the bill of sale.
4. Business card of Salesman/Owner Javier Perez, Jr. Salesman and owner Pedro Aquino made multiple promises and assurances which were dishonest and untrue as the car completely failed after 3 months and 26 days.
5. J and J Auto House had DBA Undisputed Motorsports
6. Instagram post reflect J and J Auto House sales quality and reliable vehicles.
7. Receipt for Tow \$56.65
8. Receipt for bus ride home from Kingman, AZ to Phoenix AZ \$49
9. Kia Customer Service complaint was filed reference [REDACTED]

10. (3) Google reviews from women who describe the same treatment.
Please note my review from Google, Yelp and TikTok has been removed.
11. Proof of payment from Discover, Chase, and Navy Federal Credit Union
12. Diagnostic from Martin Swanty Kia Dealer-Kingman, AZ which provide a detailed diagnostic of multiple issues of the condition of the vehicle. The diagnostic also includes the cost of replacing the engine with a used engine \$8,500 and the cost of a new engine \$14,000
13. Estimate of Auto Zone engine cost as [REDACTED] employer can give a discount. Cost does not include labor \$4,247.
14. Proof of Unrepaired Recalls
15. Tire purchase receipt-Note the car had (4) unmatched tires. During the purchase negotiations, I called Fairmont tires-Los Angeles and for 4 tires for a Kia Optimum. Dealer as the cost which was \$325, he said he could beat the price. He charged \$220 and put 4 used unmatched tires on the car. During our call on [REDACTED] Pedro is adamant that he paid for the tires. I did not ask for additional used unmatched tires.
16. Receipt for knob the was missing on driver's seat and seat adjustments were difficult to perform without knob.

Reference:

We have filed the following complaints/disputes

Chase Bank [REDACTED]

Discover Card [REDACTED]

Navy Federal [REDACTED]

Kia Customer [REDACTED]

California Bureau of Automotive Repair [REDACTED]

Better Business Bureau [REDACTED]

National Highway Traffic Safety Administration #11709524

Federal Trade Commission [REDACTED]

Los Angeles County Dept of Consumer and Business Affairs # [REDACTED]

Office of the Attorney General (complaint number not received) [REDACTED]

California DMV (Complaint number not received)

I am with hopes the attached will assist in your determination. Should you need anything further, please advise.

Thanks in advance
[REDACTED]

AS-IS BILL OF SALE
Used Vehicle Sale Agreement

Seller Information:

Name: J&J Auto House
Address: 6448 Whittier Blvd Los Angeles CA 90022
Phone: (323) 518-8186

Buyer Information

Name: [REDACTED]
Address: [REDACTED]
Phone: [REDACTED]

Vehicle Information:

Make: Kia

Model: Optima
Year: 2018

VIN: [REDACTED]

Odometer Reading: 155,XXX miles

Sale Details:

Sale Price: \$6,800

Date of Sale: [REDACTED]

AS-IS Disclosure:

The vehicle described above is being sold AS-IS, without any warranties or guarantees, either expressed or implied, including but not limited to any warranty of merchantability or fitness for particular purpose.

The Buyer acknowledges and agrees that they have had the opportunity to inspect the vehicle, test drive it, and/or have it inspected by a mechanic of their choice prior to purchase. The Buyer accepts the vehicle in its current condition and assumes all risks and responsibilities after the sale is complete.

The Seller certifies that the information provided about the vehicle is true to the best of their knowledge and that the title is clear and transferable.

ADDRESS

USED VEHICLE DEALER NOTICE/TEMPORARY IDENTIFICATION

(Must be affixed to the vehicle before delivery to the purchaser)



| | | | | | |
|--|------------------------|----------------------|-----------|------------|------------|
| MAKE | YEAR | MODEL | BODY TYPE | [REDACTED] | |
| Kia | 2018 | Optima | SD | [REDACTED] | |
| DEALER'S NUMBER | SELLER'S PERMIT NUMBER | SALESPERSON'S NUMBER | | | |
| 61137 | 247241632 | S0326060 | | | |
| [REDACTED] | | [REDACTED] | | [REDACTED] | |
| [REDACTED] | | [REDACTED] | | STATE | ZIP CODE |
| [REDACTED] | | [REDACTED] | | CA | [REDACTED] |
| LICENSER IDENTIFYING HERE: 1 5 5 3 0 0 | | | | | |
| IMPORTANT! ENTER BOTH DEALER'S AND SALESPERSON'S NUMBERS. This is a notice of purchase of vehicle. Do not use as an application for title. | | | | | |

Fold Here

BUYERS GUIDE

IMPORTANT: Some dealers are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

Kia Optima 2018 [REDACTED]
Stock No. ST216025

WARRANTIES FOR THIS VEHICLE:

AS IS - NO DEALER WARRANTY
THE DEALER DOES NOT PROVIDE A WARRANTY FOR ANY REPAIRS AFTER SALE

DEALER WARRANTY

FULL WARRANTY

LIMITED WARRANTY. The dealer will pay 50% of the labor and 50% of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty, and for any documents that explain warranty coverage, exclusions, and the dealer's repair obligations. Implied warranties under your state's laws may give you additional rights.

SYSTEMS COVERED:

Major engine and transmission components

DURATION:

For 1,000 miles or 1 month from sale day work to be authorized and done by dealer unless otherwise specified

NON-DEALER WARRANTIES FOR THIS VEHICLE:

MANUFACTURER'S WARRANTY STILL APPLIES. The manufacturer's original warranty has not expired on some components of the vehicle.

MANUFACTURER'S USED VEHICLE WARRANTY APPLIES

OTHER USED VEHICLE WARRANTY APPLIES

Ask the dealer for a copy of the warranty document and an explanation of warranty coverage, exclusions, and repair obligations.

SERVICE CONTRACT. A service contract on this vehicle is available for an extra charge. Ask for details about coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of your purchase of this vehicle, implied warranties under your state's laws may give you additional rights.

ASK THE DEALER IF YOUR MECHANIC CAN INSPECT THE VEHICLE ON OR OFF THE LOT.

OBTAIN A VEHICLE HISTORY REPORT AND CHECK FOR OPEN SAFETY RECALLS. For information on how to obtain a vehicle history report, visit gov.usdoj.gov. To check for open safety recalls, visit safercar.gov. You will need the vehicle identification number (VIN), shown above, to make the best use of the resources on these sites.

SEE OTHER SIDE for important additional information, including a list of major defects that may occur in used motor vehicles.

Si el concesionario gestiona un vehículo, también debe proporcionar una copia de la Guía del Comprador en español.

Buyer's Order

Dealer/Seller Name and Address
 United Auto Motorsports Inc
 6446 Whittier Blvd
 Los Angeles, CA 90022

(323) 600-5813

Buyer Co Buyer Name(s) and Address(es)

PHOENIX, AZ

(623) 260-9429

Date
 App

Stock No. ST216025
 Contract

Salesperson Pedro Aquino

New Used Demo
 Year 2018 Lic. No.
 Make Kia Odometer Reading 155300
 Model Optima Color
 Body Style
 VIN
 Other

Buyer has arranged insurance on the motor vehicle.
 Insurance Company
 Policy No

Trade-In Information
Trade-In 1
 Year Lic. No.
 Make Odometer Reading
 Model Color
 Body Style
 VIN
 Lienholder Name
 Address
 Phone Payoff N/A
 Payoff good through
 Approved

Trade-In 2
 Year Lic. No.
 Make Odometer Reading
 Model Color
 Body Style
 VIN
 Lienholder Name
 Address
 Phone Payoff N/A
 Payoff good through
 Approved

| Itemization of Sales Price | | Amount |
|--|--|------------|
| 1. Vehicle Sales Price | | \$ 6800.00 |
| 2. Sales Tax | | N/A |
| 3. Subtotal (Add lines 1 + 2) | | \$ 6800.00 |
| Title, License & Other Fees | | |
| 4. _____ | | N/A |
| 5. License | | N/A |
| 6. Registration/Transfer | | N/A |
| 7. Electronic Filing | | N/A |
| 8. _____ | | N/A |
| 9. California Tire | | N/A |
| 10. Smog Fee | | N/A |
| 11. Smog Certificate | | N/A |
| 12. Contract Cancellation | | N/A |
| 13. _____ | | N/A |
| 14. _____ | | N/A |
| 15. Total Other Fees (Add lines 4 through 14) | | N/A |
| Additional Products | | |
| 16. _____ | | N/A |
| 17. _____ | | N/A |
| 18. _____ | | N/A |
| 19. _____ | | N/A |
| 20. _____ | | N/A |
| 21. _____ | | N/A |
| 22. _____ | | N/A |
| 23. _____ | | N/A |
| 24. Total Products (Add lines 16 through 23) | | N/A |
| 25. Cash Sale Price (Add lines 3 + 15 + 24) | | \$ 6800.00 |
| 26. Trade-in Allowance | | N/A |
| 27. Less Payoff | | N/A |
| 28. Net Trade Allowance (Line 26-27) | | N/A |
| 29. Cash Down Payment | | \$ 6800.00 |
| 30. Deferred Down Payment | | N/A |
| 31. Total Down Payment (Line 29 + 30) | | \$ 6800.00 |
| 32. Total Balance Due (Line 25-31) | | N/A |

Additional Terms

Definitions. *Contract* refers to this *Buyer's Order*. The pronouns *you* and *your* refer to each Buyer signing this Contract. The pronouns *we*, *us* and *our* refer to the Dealer/Seller. *Vehicle* means the motor vehicle described in the *Vehicle Information* section. *Trade-in Vehicle(s)* refers to the vehicle described in the *Trade-in Information* section that is being traded to the Dealer/Seller as part of this transaction. *Manufacturer* refers to the entity that manufactured the Vehicle.

Agreement to Purchase. You agree to buy the Vehicle from us for the price stated in this Contract. You agree to sign any documents necessary to complete this transaction. Unless you have cancelled this Contract under the condition described in the *Manufacturer* section, if you refuse to take delivery of the Vehicle, we can keep any deposits you have made to us, and you will be liable to us for all of our damages and expenses in connection herewith, including but not limited to reasonable attorneys' fees.

You represent that you are of legal age and have legal capacity to enter into this Contract.

Manufacturer. We are not an agent of the Manufacturer. Manufacturer can change the price, design or standard features of the Vehicle at any time without notice. If we cannot obtain the Vehicle from the Manufacturer at the price in effect as of the date of this Contract, or if we cannot obtain the agreed upon product from the Manufacturer, you or we can cancel this Contract.

If you cancel this Contract under the terms of this section, we will refund to you any amounts you have paid to us. If you have delivered a Trade-in Vehicle to us, we will return it to you. If we have already sold the Trade-in Vehicle, we will pay you the trade-in allowance after adjusting for any payoff to a lienholder.

Insurance. The insurance information you have given us is accurate.

Trade-in Vehicle. You will transfer title to the Trade-in Vehicle to us free of all liens except those noted on this Contract. You give permission to us to contact the lienholder(s) for payoff information. If the payoff information that we obtain from the lienholder(s) differs from the amount disclosed in this Contract, you agree to pay the difference to us if the actual amount of the balance owed is greater than the amount listed in this Contract. If the actual amount of the balance owed is less than the amount listed in this Contract, then we will pay you the difference.

If you do not deliver the Trade-in Vehicle to us at the time of the initial appraisal, we may reappraise the Trade-in Vehicle when it is delivered to us. If the reappraised value is lower than the original appraisal, you can cancel this transaction as long as you have not taken delivery of the Vehicle.

You represent that (a) you are the sole true and lawful owner of the Trade-in Vehicle, (b) the Trade-in Vehicle has never been titled under any state or federal "brand" such as "defective," "rebuilt," "salvage," "flood," etc., (c) the mileage of the Trade-in Vehicle shown in this Contract is the actual mileage of the Trade-in Vehicle, (d) all emission control equipment on the Trade-in Vehicle and is in satisfactory working order, and (e) the Trade-in Vehicle has not been damaged by collision or other event and repaired. If any of these representations are not true, we may elect to cancel the transaction. We may also choose to reappraise the Trade-in Vehicle and adjust the Total Balance Due instead of cancelling the transaction. You agree to immediately pay us the difference.

Retail Installment Contract. In the event that you and we enter into a retail installment contract for the financing of the purchase of the Vehicle, the terms of the retail installment contract will control any inconsistencies between this Contract and the retail installment contract.

Vehicle Inspection. You are purchasing the Vehicle based upon your personal inspection, and are not relying upon any opinion, statement, promise or representation of the salesperson or any other of our employees that is not contained in the written agreements you are signing today.

Vehicle Condition. You understand that the Vehicle may have sustained prior body damage and may have undergone prior mechanical repairs during or after its manufacture, during or after transit to us or while in the possession of prior owners or operators.

Administrative Information

The following information is provided for your information and is not intended to be used as a basis for any action. It is provided for your information only and should not be used as a basis for any action.

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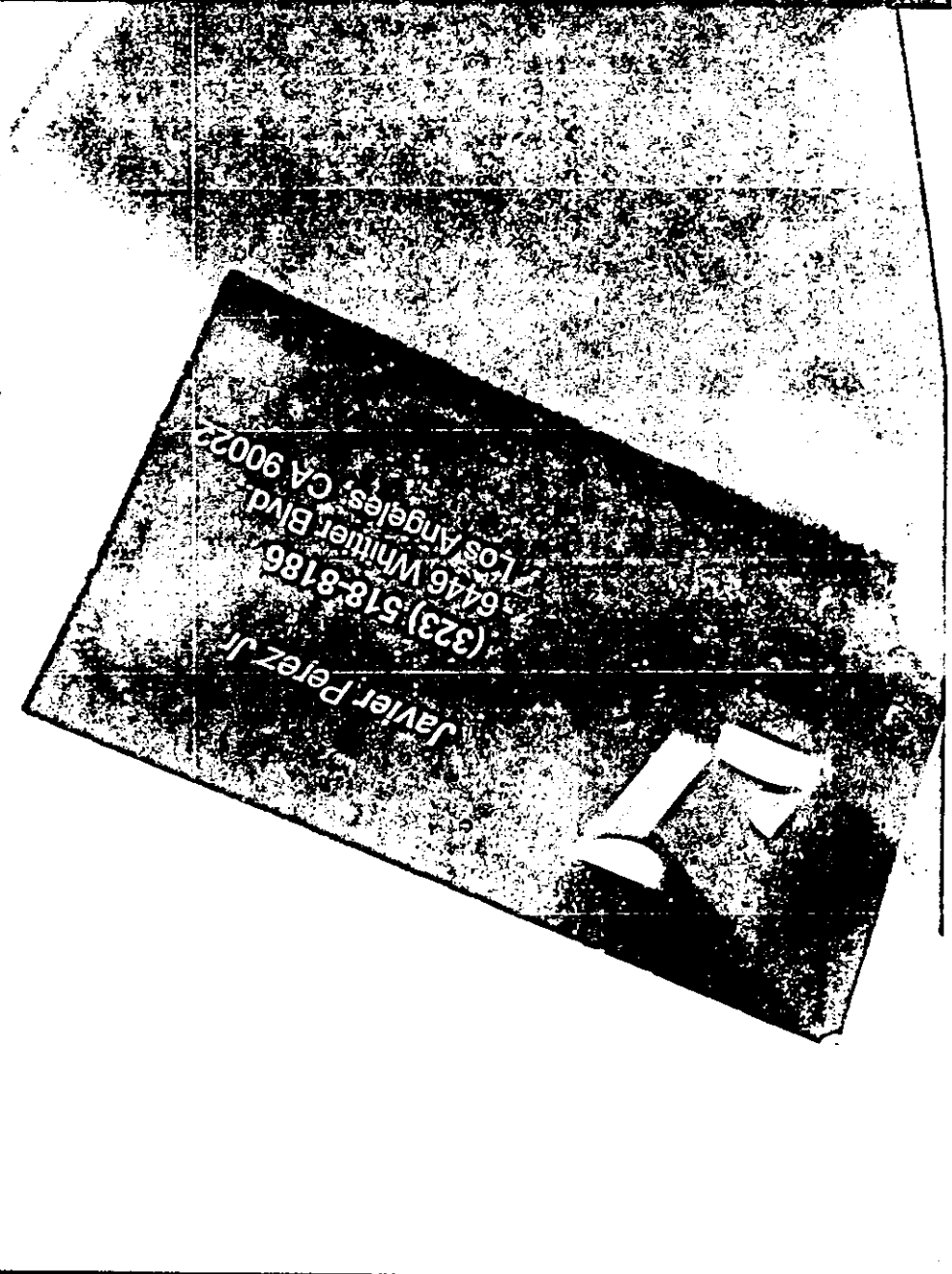
The following information is provided for your information and is not intended to be used as a basis for any action. It is provided for your information only and should not be used as a basis for any action.

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Administrative Information

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DLI
Javier Perez Jr.
(323) 518-8186
6146 Whittier Blvd
Los Angeles, CA 90022





Undisputed Motorsports Inc

✉ undisputedmotorsport@gmail.com

☎ (323) 690-5813

📍 6446 Whittier Blvd
Los Angeles, CA 90022

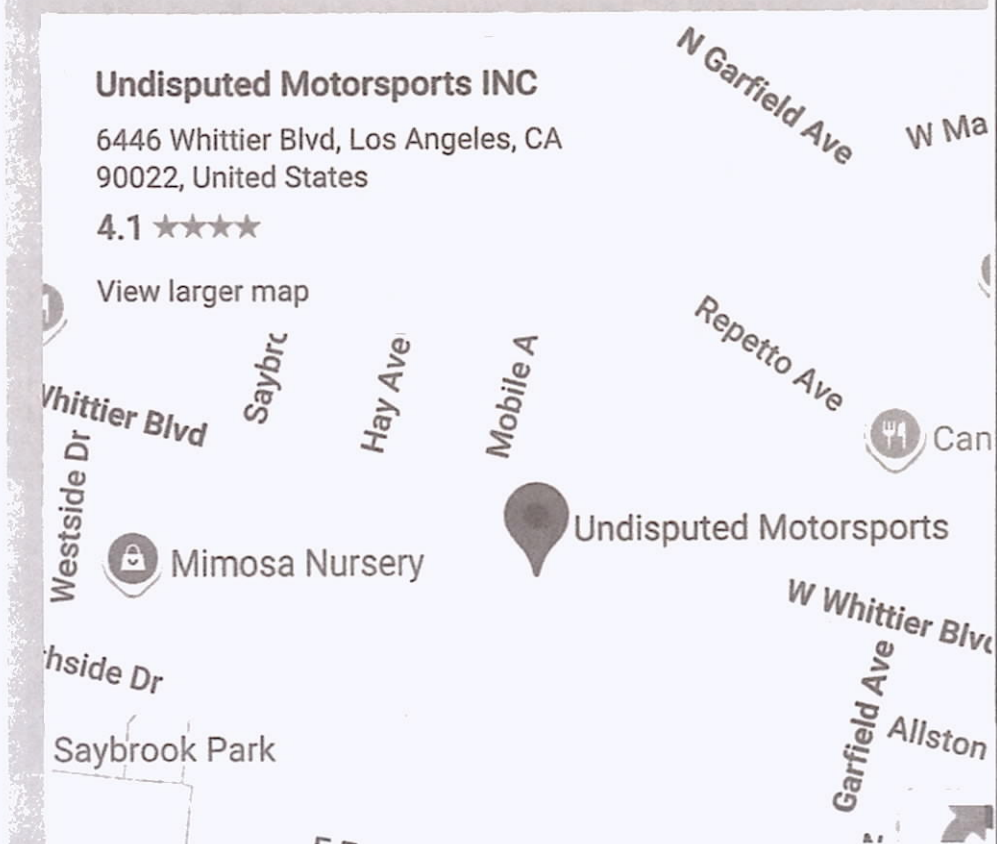
| | |
|------------------|--------------------------|
| Monday | 8:00 AM - 6:00 PM |
| Tuesday | 8:00 AM - 6:00 PM |
| Wednesday | 8:00 AM - 6:00 PM |
| Thursday | 8:00 AM - 6:00 PM |
| Friday | 8:00 AM - 6:00 PM |
| Saturday | 8:00 AM - 6:00 PM |
| Sunday | By Appointment Only |

Undisputed Motorsports INC

6446 Whittier Blvd, Los Angeles, CA
90022, United States

4.1 ★★★★★

View larger map



📄 motorsports.com ↻



Instagram

Log in

Open app



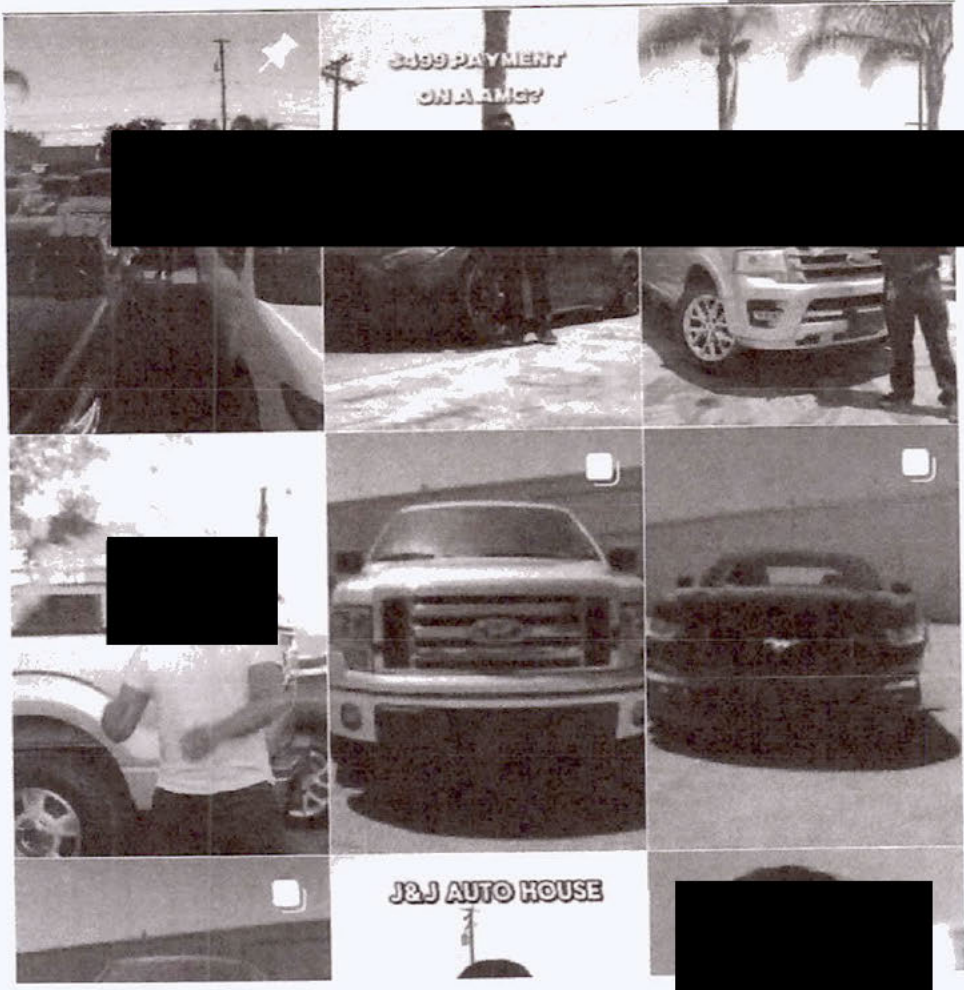
jjautohouse :

J & J Auto-House

221 followers · 120 following

Quality Used Cars | Great Deals
Reliable, Inspected pre-owned vehicles at unbeatable prices.

6446 Whittier Blvd
Los... more



instagram.com





101



\$56.65

Total

\$56.65

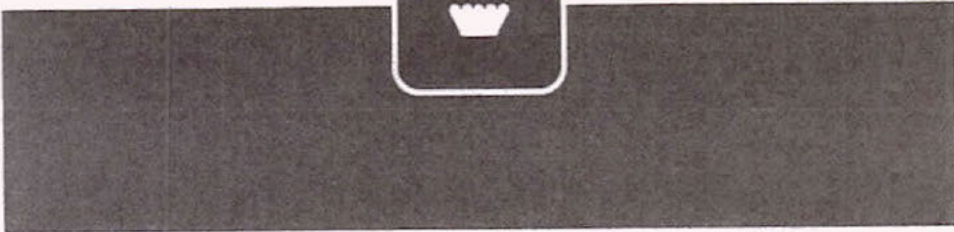
Custom Amount

\$56.65

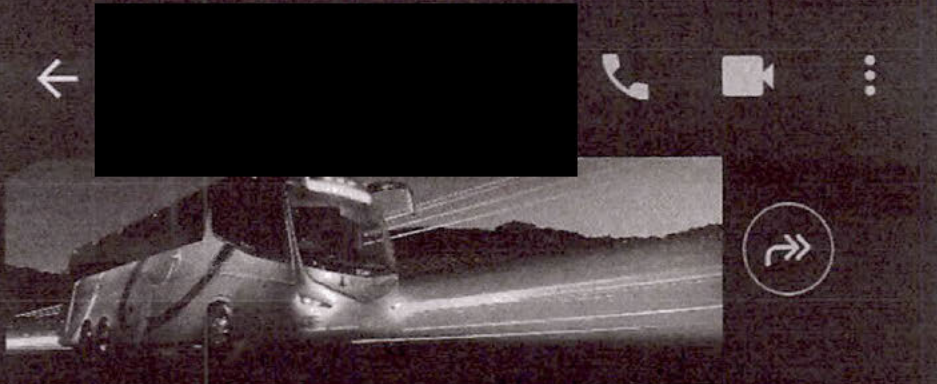
Let Mike's Pow-R-Tow Inc know how
your experience was



Mike's Pow-R-Tow Inc



11:47



TUFESA Internacional
store.tufesainternacional.com

TUFESA
INTERNACIONAL

Calendar icon Chair icon Card icon

Kingman → Phoenix
Outbound | Departure: Tue, Jan 6 | [Modify](#)

◀ previous week Tue, Jan 06 from \$69 USD Wed, Jan 7 from \$69 USD ▶

Filters Sort by: Arrival time ▾

🔒 **Matches your selected rates**
Ideal options based on your choice of rates

| | | |
|-----------|-------------------|-----------------|
| PLUS INTL | January 6 | January 6 |
| | 6:30 PM | 11:00 PM |
| | ⌚ 4 hrs. 30 mins. | 🗉 By the way |
| | Scales: Direct | |

[Details](#) [Share](#) [More](#) →

↓ 6 new messages

From: **Kia-Customer-Care@kiausa.com**
Subject: **Kia Customer Care Case [REDACTED]**
Date: **Jan 12, 2026 at 3:41:01 PM**
To: **[REDACTED]**

Your Case Number: **[REDACTED]**
VIN: **[REDACTED]**

Dear **[REDACTED]**

Thank you for contacting Kia America, Inc. We appreciate your feedback and the opportunity to address your concerns. The vehicle does not have an warranty coverage on it due to miles and no warranty extensions on the engine. Open recalls SC278, CS2312.

If you still have questions that have not been resolved by your Kia dealer, please feel free to contact the Kia Customer Care at (800) 333-4542 and refer to your case number and we will be happy to assist you. If it is more convenient for you, please feel free to respond to this email and we will be happy to follow up with you regarding the matter.

Thank you for contacting Kia.

Sincerely,

Kia America

REPLY INSTRUCTIONS: If further communication is desired with a Kia Customer Care associate, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate associate in a timely manner. Case [REDACTED]



Do not waste your time. I came here on a Saturday because their website and their listing on Carfax said they were open. Not only was this dealership not located at the address provided on the listing, no one was at the dealership. The door was locked and when I tried calling it automatically hung up every time.

If you only have a couple hours to look at cars on the weekend because you work, go somewhere else.



reviews · 4 photos

a month ago

At first, everything was perfect, and the salesperson was super friendly. Of course, he promised a million things... he made the sale, and then it turns out the car has a thousand defects and problems. Think very carefully before buying here. I called him a thousand times, and he doesn't answer calls or messages. I suppose he's even blocked me now. And before I bought the car, I also called him to ask questions, for directions, etc. And then he wouldn't answer. So, this was the worst experience I've ever had.

Translated by Google · See original (Spanish)





Search Transactions: We found 1 matches.

You searched in all categories between [Redacted]

Note: Please review your statements for interest charge information.

Transactions

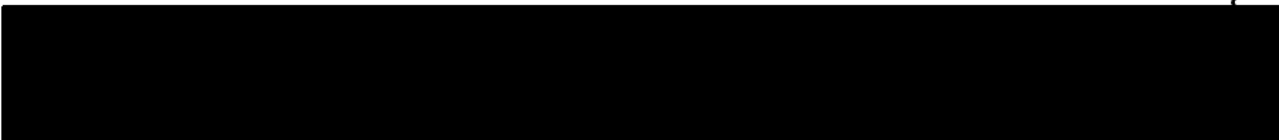
| Trans. Date | Post Date | Description | Amount | Category |
|--------------------------|------------|---|---------------|------------|
| <input type="checkbox"/> | [Redacted] | SQ *J&J AUTO HOUSE LOS ANGELES CA [Redacted] | \$ 2,940.00 | Automotive |
| Results Total | | | = \$ 2,940.00 | |

Need to dispute a charge? Can't find a transaction? Suspect Fraud?

Contact us immediately at:
U.S. 1-800-DISCOVER (1-800-347-2683)
Outside U.S. 1-224-888-7777
TDD/TTY 1-800-347-7449

Printed on 01/13/2026

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Transactions

| Card Ending In | Trans Date | Post Date | Reference Number | Description | Credits | Charges |
|----------------|------------|-----------|------------------|--|------------|----------|
| | | | | PAYMENT - THANK YOU | 5,762.44 | |
| | | | | ONLINE ACH PAYMENT THANK YOU | 155.00 | |
| | | | | | \$5,917.44 | |
| | | | | INTEREST ADJ - PREV CYCLE PURCHASES | 3.83 | |
| | | | | FEES & OTHER CHARGES FOR THIS PERIOD | \$3.83 | |
| | | | | Transfers & Other Charges | | |
| | | | | CHARLIES AUTOMOTIVE IN GARDENA CA | | 503.27* |
| | | | | GAP.COM 800-427-7895 CA | | 20.98 |
| | | | | FEES & OTHER CHARGES FOR THIS PERIOD | | \$524.25 |
| | | | | TOTAL FEES CHARGED FOR THIS PERIOD | | \$0.00 |
| | | | | Interest Charged | | |
| | 10/02 | 10/02 | | INTEREST CHARGE ON PURCHASES | | 18.10 |
| | | | | INTEREST CHARGE ON CASH ADVANCES | | 0.00 |
| | | | | TOTAL INTEREST CHARGED FOR THIS PERIOD | | \$18.10 |

| 2025 Totals Year-to-Date | |
|--------------------------------|----------|
| TOTAL FEES CHARGED IN 2025 | \$0.00 |
| TOTAL INTEREST CHARGED IN 2025 | \$101.42 |

Interest Charge Calculation

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

| Type of Balance | Annual Percentage Rate (APR) | Balance Subject to Interest Rate | Days in Billing Cycle | Interest Charge | Balance as of 10/02/25 |
|-----------------|------------------------------|----------------------------------|-----------------------|-----------------|------------------------|
| PURCHASES | 23.99% variable | \$918.19 | 30 | \$18.10 | \$1,006.82 |
| CASH ADVANCES | 29.99% variable | \$0.00 | 30 | \$0.00 | \$0.00 |

Wells Fargo News


Help take control of your finances with a Wells Fargo Personal Loan.
 Whether it's managing debt, making a large purchase, improving your home, or paying for unexpected expenses, a personal loan may be able to help. See personalized rates and payments in minutes with no impact to your credit score.
 Get started at wellsfargo.com/personalloan.


Do we have your correct mobile phone number?
 Don't miss suspicious-activity notifications, time-sensitive information, or critical account updates. Make sure we can reach you if we detect unusual activity on your account, or need to contact you to verify transactions. Sign in or log on to wellsfargo.com/online-banking and verify your mobile phone number on the Contact Information page.




PO Box 44959
Indianapolis, IN 46244-4959

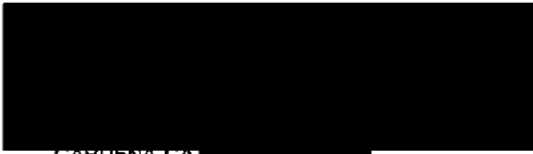
Questions?

 www.chase.com

 1-866-564-2262

 1-866-701-9886

We accept operator relay calls



GARDENA CA

January 07, 2026

Update: We have an update on your claim

Date of Inquiry: 01/06/2026

Claim Number: [REDACTED]

Card ending in: [REDACTED]

Claim related to account ending in: [REDACTED]

Dear [REDACTED]

We gave you a \$2,000.00 temporary credit while we research the transaction(s) you reported.

Here's what you should know

- You'll have full use of the temporary funds while we do our research.
- If the amount we refund you would earn you interest, you'll receive it as a part of your regular interest payment or as a separate credit. We'll also refund any applicable fees.
- If we determine the transaction(s) was authorized or correct, we'll reverse the credit(s)

We appreciate your business. If you have questions, please call us at 1-866-564-2262.

Sincerely,

Customer Claims Department

Enclosure

Disputed Transaction(s):

| Transaction Date | Description | Merchant Description (if available) | Transaction Amount | Disputed Amount |
|------------------|--|-------------------------------------|--------------------|-----------------|
| [REDACTED] | Q *J&J AUTO HOUSE Los Angeles CA 09/11 | AUTO SERVICE SHOPS/NON DEALER | \$2,000.00 | \$2,000.00 |



Reply

Thanks for being a Navy Federal member.

Center.

You can submit documents and manage your claim at the Navy Federal Dispute Center. Detailed description of how the merchandise was defective or damaged. Itemized invoice or detailed description for merchandise ordered.

Terms and conditions surrounding your purchase.

If possible, please provide the following by Jan. 17, 2026:

We're requesting more documentation to assist us with your debit card dispute with SQ *J&J AUTO HOUSE for \$2000.00.

Message from Navy Federal 01/09/2026

Message from Navy Federal Credit Union [Redacted]

12:44

84

Messages

20% OFF ORDERS OVER \$100* + FREE NEXT DAY DELIVERY^

Eligible Ship-To-Home Items Only. See Details. Use Code: DEAL4WINTER

Menu



Sign In

Cart

Find Parts and Products

Add Vehicle >

1116 W Redondo Beach Blvd
CLOSED Until 7:30 AM
Today >

Auto Parts / Powertrain

KIA OPTIMA ENGINE

WHAT ARE YOU WORKING ON TODAY?

Get an exact fit for your **Kia Optima**

Add a Vehicle >

Filter & Sort

Brand v

13 Results

NuTech Long Block Engine 272D



\$4,249⁹⁹

+ \$420.00 Refundable Core Deposit ⓘ

CONTACT US

autozone.com





3 Messages
2018 Kia Opti...



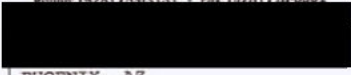
MARTIN SWANTY



2610 E. Andy Devine Ave - Kingman, AZ 86401
Phone: (928) 753-1111 - Fax: (928) 718-0331

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

| | | |
|--------------------------|----------------------|-------------|
| R/O Open Date | 01/06/26 | |
| R/O Close Date | 01/06/26 | Pre-Invoice |
| Mileage In | 160177 | Mileage Out |
| Mileage Out | 160177 | |
| Service Advisor / Tech # | Sydney Phillips/1948 | |



PHOENIX, AZ

| Year | Make | Model | Color | License Number |
|------|------|---------------|-------------|----------------|
| 2018 | KIA | T-DRIVE OPTIM | LX 1.6T DCT | |

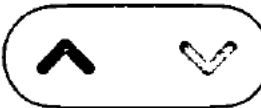
| DESCRIPTION OF SERVICE AND PARTS | AMOUNT |
|--|---------------|
| Email: SHANNONDJAMES@GMAIL.COM | |
| #1 - ADMIN: ADMIN FEE ADMIN FEE Sub Total: 4.99 | 4.99 |
| #2 - 09K12C: ENGINE - CHECK ENGINE OR SERVICE LIGHT CONCERN CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON. THE VEHICLE SMELLS LIKE IT IS OVERHEATING AND HAS A HARD TIME ACCELERATING. verified customers concern. found the engine is running rough and does not idle well. scanned for dtcs and found P0300, P0301, P0302, and P0303 for cylinder misfires. removed all 4 spark plugs and found they are fouled. performed compression test and cylinder 3 has 10psi at most. used borescope and found there is damage to the piston at this time. recommend new engine and necessary components at this time. Tech: DANIEL WEBB (320) waiting on approval. Sub Total: 195.77 | 195.77 |
| Total Fees Amount | 4.99 |
| LABOR | 195.77 |
| PARTS | .00 |
| DEDUCTIBLE | .00 |
| SUBLET | .00 |
| SHOP SUPPLIES | 19.58 |
| HAZARDOUS MATERIALS | .00 |
| SALES TAX OR TAX I.D. | 1.99 |
| SPECIAL ORDER DEPOSIT | .00 |
| DISCOUNTS | .00 |
| TOTAL DUE | 222.33 |
| #1 LIMITED WARRANTY BY VEHICLE MANUFACTURER. SEE ADVISOR FACTORY PARTS WARRANTED FOR FIRST 12 MONTHS, 12,000 MILES WHICH EVER OCCURS FIRST AT ANY CHRYSLER, DODGE, JEEP, KIA DEALERSHIP. SEE ADVISOR FOR FURTHER DETAILS AND RESTRICTIONS | |
| #2 LIMITED WARRANTY BY MARTIN SWANTY C-D-J KIA. PARTS INSTALLED NEW OR REBUILT NON FACTORY PARTS WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. VALID ONLY AT MARTIN SWANTY C-D-J KIA SERVICE DEPARTMENTS | |
| #3 NO WARRANTY ON PARTS OR LABOR ON USED PARTS. | |
| #4 PLEASE REFER TO REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS. | |
| #5 MARTIN SWANTY C-D-J KIA IS NOT RESPONSIBLE FOR ANY OR ITEMS LEFT IN VEHICLE WHILE BEING WORKED ON | |
| #6 PAYMENT IS DUE IN FULL PRIOR TO RELEASE OF VEHICLE AFTER COMPLETED SERVICE REPAIRS AND MAINTENANCE. A \$25 PER DAY STORAGE FEE MAY APPLY FOR VEHICLES LEFT ON PREMISES EXCESS OF 5 BUSINESS DAYS AFTER REPAIR COMPLETION AND DUE UNPAID REPAIR CHARGES. | |
| ****THANK YOU FOR CHOOSING US FOR ALL YOUR SERVICE NEEDS*** ** PLEASE MARK YOUR SURVEY (VERY SATISFIED 1ST VISIT)** | |
| NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS | |

X

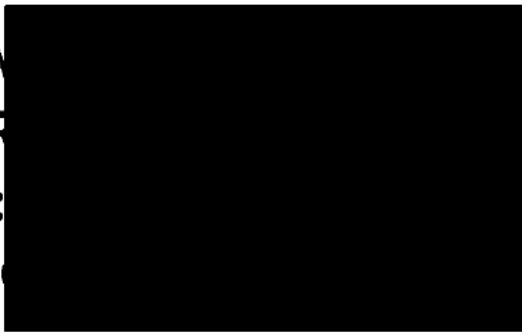




3 Messages
Your Docume...



PLYM
WOR
FAX:
DoN



MARTIN SWANTY CHRYSLER PLYMTH
2640 E Andy Devine Ave
Kingman, AZ 86401-4822
Ph: (928) 753-3131 • Fax: (928) 718-0331

DRAFT
Service Writer: SYDNEY PHILLIPS
Created: 01/06/20 02:05 PM
Updated: 01/06/20 02:24 PM



2018 Kia Optima
L4-1.6L DOHC 16v DI Turbocharged VIN 1 178hp GAS
Service Tag: 1948
Mileage: In 160177 | Out 160177

| ITEM | DESCRIPTION | PART # | QTY/HR | PRICE/RATE | TOTAL |
|-------|--|-------------------|--------|------------|---------|
| Part | REMAN SHORTBLOCK ENGINE | 37202 BX00R | 1 | 1756.24 | 1756.24 |
| Part | CYLINDER HEAD | 74Z05 2BX00 | 1 | 2205.20 | 2205.20 |
| Part | CYLINDER HEAD BOLTS | 22321 2B700 | 10 | 17.40 | 174.00 |
| Part | CYLINDER HEAD WASHER | 22322 2B701 | 10 | 3.72 | 37.20 |
| Part | INTAKE VALVE | 22211 2B400 | 8 | 43.16 | 345.28 |
| Part | EXHAUST VALVES | 22212 2B700 | 8 | 64.08 | 512.64 |
| Part | SPRING VALVES | 22221 2B001 | 18 | 25.70 | 411.20 |
| Part | VALVE SPRING RETAINERS | 22222 2B400 | 18 | 7.09 | 113.44 |
| Part | VALVE SPRING | 22223 02500 | 32 | 1.40 | 44.80 |
| Part | TAPPETS | 22226 2B401 | 18 | 43.82 | 697.92 |
| Part | INTAKE CAMSHAFT ASSY | 24100 2B770 | 1 | 482.78 | 482.78 |
| Part | EXHAUST CAMSHAFT ASSY | 24200 2B770 | 1 | 451.97 | 451.97 |
| Part | TIMING CHAIN | 24321 2B620 | 1 | 126.29 | 126.29 |
| Part | CVVT ASSY | 24350 2B700 | 1 | 462.57 | 462.57 |
| Part | OIL CONTROL VALVE | 24355 2B700 | 2 | 267.41 | 534.82 |
| Part | EXHAUST CVVT ASSY | 24370 2B700 | 1 | 323.97 | 323.97 |
| Part | TIMING TENSIONER ASSY | 24410 2B700 | 1 | 143.96 | 143.96 |
| Part | CHAIN GUIDE | 24431 2B700 | 1 | 56.16 | 56.16 |
| Part | COOLANT PUMP | 25100 2B700 | 1 | 190.80 | 190.80 |
| Part | THERMOSTAT ASSY | 25500 2B000 | 1 | 52.98 | 52.98 |
| Part | GASKET | 175112 10000 | 2 | 2.72 | 5.44 |
| Part | GASKET | 17512 12000 | 4 | 2.76 | 11.04 |
| Part | TURBOCHARGER OIL FEED GASKET | 28241 2B710 | 1 | 20.64 | 20.64 |
| Part | OIL DRAIN GASKET | 28248 2B710 | 1 | 23.56 | 23.56 |
| Part | TURBOCHARGER DRAIN GASKET | 28247 2B700 | 1 | 34.78 | 34.78 |
| Part | ENGINE OIL FILTER | 26300 35505 | 1 | 7.95 | 7.95 |
| Part | 5W30 OIL | 68256689AA | 5 | 6.95 | 34.75 |
| Part | COOLANT | UM040 CH012 | 1 | 19.95 | 19.95 |
| Labor | REMOVAL AND REPLACEMENT OF THE DAMAGE COMPONENTS | Custom Labor Rate | 20.00 | 195.77 | 3915.40 |

ESTIMATES ARE VALID FOR 30 DAYS.

| | |
|----------------|------------|
| Parts: | \$9282.33 |
| Labor: | \$3915.40 |
| Shop Supplies: | \$39.50 |
| HazMat: | \$0.00 |
| Subtotal: | \$13237.23 |
| Total Tax: | \$755.07 |

X _____ Date 01-06-2026
Customer Signature

Total: \$13992.30





2 Messages
Your Docume...



Thank you for providing us with the opportunity to do business with you. Be sure to review the estimate attached to this email and reply at your earliest convenience.

If you have any questions, feel free to contact us.

MARTIN SWANTY CHRYSLER
PLYMTH
WORK: 9287533131
FAX: 9287180331
DoNotReply@alldata.com

MARTIN SWANTY CHRYSLER PLYMTH
2640 E Andy Devine Ave
Kingman, AZ 86401-4822
Ph: (928) 753-3131 • Fax: (928) 718-0331

DRAFT
Service Writer: SYDNEY PHILLIPS
Created: 01/06/26 02:24 PM
Updated: 01/06/26 02:25 PM



2018 Kia Optima
L4-1.6L DOHC 16v DI Turbocharged VIN 1 178hp GAS
Service Tag: 1948
Mileage: In 0 | Out 0

| ITEM | DESCRIPTION | PART # | QTY | HRS | PRICE/RATE | TOTAL |
|-------|--|-------------------|-------|-----|------------|---------|
| Part | USED ENGINE WITH 99,000 MILES | | 1 | | 5100.00 | 5100.00 |
| Labor | REMOVAL AND REPLACEMENT WITH USED ENGINE | Custom Labor Rate | 20.00 | | 195.77 | 3915.40 |





3 Unrepaired Recalls

Recall repairs are **free**.

Only a **dealership** can repair your recalls.

2018 Kia Optima



Unrepaired Recalls (3)

RECEIPT

No

DATE

FROM J and J autohaus e

\$ 220

Two hundred and twenty

DOLLARS

FOR RENT

✓ FOR K19 tires

| | |
|------|-----|
| ACCT | 229 |
| PAID | 220 |
| DUE | 0 |

- CASH
- CHECK
- MONEY ORDER
- CREDIT CARD

FROM Jord J

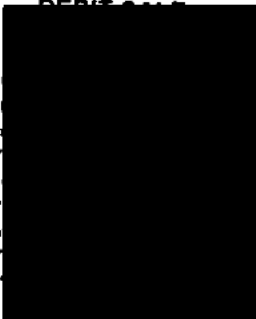
A-1152
T-4161

KIA OF CARSON
 22020 RECREATION RD
 CARSON, CA 90745
 31062279



KIA OF CARSON
 22020 Recreation Rd.
 Carson, CA 90745
 (310) 221-9100
 www.kiaofcarson.com

NO
 TO
 DO
 Batch
 02-11
 Invo
 APPR
 Trace
 DEBIT



ALL RETURNS MUST BE ACCOMPANIED BY THIS INVOICE AND ARE SUBJECT TO A 25% RESTOCKING FEE. RETURNED ITEMS MUST BE IN THE ORIGINAL UNOPENED BOX OR CONTAINER. PLEASE NOTE: WE WILL NOT ACCEPT RETURNS OR MAKE REFUNDS AFTER 30 DAYS. NO REFUNDS OR RETURNS ON ELECTRICAL PARTS. CASH PAYMENTS WILL BE REFUNDED BY CHECK VIA MAIL.

NO ACCESSORIES ARE SOLD BY OUR DEALERSHIP AS IS. OUR DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE IN CONNECTION WITH THE SALE OF PARTS AND ACCESSORIES. THE QUALITY AND PERFORMANCE OF THE VEHICLE AND PARTS AND ACCESSORIES IS WITH THE CUSTOMER'S PURCHASE. THE CUSTOMER SHOULD PROVE DEFECTIVE FOLLOWING THEIR PURCHASE. THE DEALERSHIP ASSUMES THE ENTIRE COST OF ANY NECESSARY SERVICE OR REPAIR. CUSTOMER USE OF THE VEHICLE OR ANY OTHER INCIDENTAL DAMAGES, DAMAGES TO PROPERTY, OR THE REVERSE SIDE OF THIS RECEIPT. ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR PRODUCTS. THIS DISCLAIMER IN NO WAY AFFECTS THE SUPPLIER'S WARRANTIES.

AMOUNT \$24.31

APPROVED

| | | | |
|------------|------------|----------------|------------|
| [Redacted] | [Redacted] | INVOICE NUMBER | [Redacted] |
|------------|------------|----------------|------------|

US DEBT
 AD AC
 TVR D
 IAD DC
 ARC D

Thank You
 Please Come Again

NO. 500W
 COUNTER
 S
 H
 P
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 O
 PAGE 1 OF 1

| DESCRIPTION | LIST | NET | AMOUNT |
|-----------------------|-------|-------|--------|
| 149WP 72495 T/U PAINT | 22.00 | 22.00 | 22.00 |
| PARTS | | | 22.00 |
| SALES TAX | | | 2.31 |
| TOTAL | | | 24.31 |

CUSTOMER [Redacted]
 2018 OPTIMA
 CARD PAYMENT

RECEIVED
 08/13/2018

Thank you for choosing Kia of Carson
 Parts Hours:
 Monday - Saturday 7AM to 7PM Sunday 8AM to 4PM
 Thank you for your business!
 I acknowledge all parts received in acceptable condition.

X

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.



Search



Consumer Complaint Against A Business/Company

Consumer Complaint Against A Business/Company
/ *Consumer Complaint Against A Business/Company*

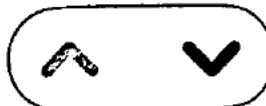
Thank you, your submission has been sent.

A copy of your submission is shown below.

**Please use your browser Print function to
print this page for your records.**

Please be advised that our office cannot
represent individual citizens in legal matters,
and cannot give individuals legal advice.

If you need legal assistance, we suggest that
you contact a private attorney. You may obtain
a referral to a certified lawyer referral service
by contacting the State Bar at 866-442-2529
(toll-free in California) oag.ca.gov 8-2250 (from



Better Business Bureau®

BBB PROVIDES A SERVICE THAT MARKETS TRUST IN YOUR BUSINESS & BRAND

Company: Undisputed Collision

Consumer: [REDACTED]

This e-mail is to notify you that you currently have a new message with BBB in regards to complaint [REDACTED]

Please click on the link below to access BBB's Online Complaint Management System to read this message.

Go to: <https://respond.bbb.org/respond/>
Enter Code [REDACTED]

This is a no-reply e-mail. Replies to this message are not monitored or answered.

Please be sure to monitor your spam/junk/promotional folders for any future communications from BBB.



January 12, 2026

TO: J and J Auto House
Undisputed Motorsports
6446 Whittier Blvd
Los Angeles, CA 90022

FROM:

[REDACTED]
Gardena, CA [REDACTED]

SUBJECT: DECEPTIVE SALES PRACTICES / RETURN OF VEHICLE-REFUND
KIA Optimum [REDACTED]

I am contacting you with hopes of getting a resolution regarding a recent vehicle purchase. Currently, the vehicle mentioned above is in need of extensive repair. Quite shocking for a vehicle owned 3 months and 26 days. Diagnostics reflect the 2018 Kia Optimum purchased from J and J Auto house is in need of engine replacement. Cost of a replacement engine has been quoted as \$8500.00 and a new engine is up to \$14,000.

On [REDACTED] my brother and I was in search of a vehicle. Multiple internet searches brought our attention to your dealership. J and J Auto House advertised a Chevrolet Cruz. We visited your dealership on [REDACTED] Upon arrival, we were approached by Pedro salesman/owner. Pedro advised us that the Chevrolet Cruz was sold the day before. He then showed us the 2018 Kia Optimum and advised it was a good car, no problems and that we could buy it for \$6800.00.

During purchase negotiations, Pedro assured us the car was in good condition and had no problems, and that if any problem arises, they would handle. No problem is what Pedro assured. During the purchase, Pedro was made aware that my brother [REDACTED] and I would be purchasing the vehicle together. Pedro processed the transaction himself. We also noticed the vehicle had (4) different tires. During negotiations, I placed a call to Fairmont Tires regarding a set of 4 new tires. Pedro interjected and stated he could get me the tires cheaper than their \$300 quote. In total, we paid \$6940 which included ATM debit from Navy Federal Credit Union for \$2000.00, ATM debit from Chase Bank for \$2000.00 and a Discover card charge for \$2940.00. We asked that the car be registered to my brother's new address in Phoenix, AZ and shared he would be starting a new life in Arizona.

Pedro advised we could not take the car on [REDACTED] because our transactions were pending. He promised to deliver the car the next morning, washed and with the new tires. On [REDACTED] the morning had passed and our monies had been negotiated from each financial institution. During the entire purchase, Pedro assured us the vehicle was in good condition and we had nothing to worry about. He further stated if we had any problems, we could bring the car back and they would take care of it.

On [REDACTED] the vehicle broke down. My brother was stranded on the highway. We had the vehicle towed to a KIA dealership. The dealer provided a diagnostic which reflected that the car's engine required replacement. This news was devastating as we had the car for such a short period and knew this repair would be costly. My brother and I called Pedro multiple times. We received voicemail. He did not answer any of our calls. We decided to call from a number which was unknown to Pedro and he answered on the second ring. During the call, he showed no concern. He advised he would check the records to see if we purchased the car with a warranty. When I brought up that he said he would take care of any problems he denied all the promises. Surely, we did not expect to have complete engine failure after having the car 3 months & 26 days. Based on the dealer's diagnostic, the car has multiple issues which were not disclosed. Most importantly, I asked Pedro could we bring the car in to have his mechanic look at the vehicle and I was declined. I asked Pedro could he meet us half way with repairs and I was declined. We asked could we return the vehicle for a refund, he declined. During the call, Pedro stated that my brother was probably driving the car around with the check engine light on. It made me question, out of all the things that could be possibly wrong with any vehicle, how did he know the exact issue. It leads me to believe he was fully aware that the car had an engine problem which was not disclosed. Most importantly, I asked Pedro for verification of any of the work they performed on the car in preparation for sale and I was declined. It was clear we have been scammed and they don't care about their customers or the vehicles sold.

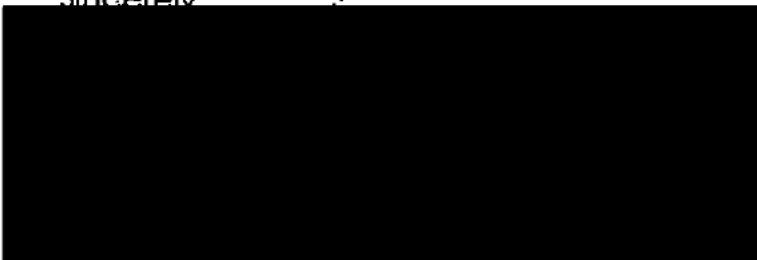
We ask for the return of the vehicle for a full refund as your deceptive sales practices have created a financial hardship. The vehicle has been used as my brother's use to get to and from work. He is now getting up at 4am to get to work for 7am as he is riding the bus after spending almost \$6940 which does not include the \$260 for tires, \$500 for brakes and new rotors. Pedro was super assuring and it was all lies. So many promises made without any intention on making good of any promises and ask for a refund because we allege deceptive sales practices for the following reason(s):

1. J and J Auto House failed to fully disclose the condition of the 2018 Kia Optima.
2. We allege J and J Auto House was fully aware of the engine problems.
3. J and J Auto House failed to provide the signed Carfax Report as discussed during the purchase process.
4. J and J Auto House failed to disclose the vehicle had unrepaired manufacturer Recalls during the purchase process.
5. Bill of sales is contradicting to the facts of the purchase
6. Buyer was repeatedly assured car had no problems and was in good condition.
7. There are multiple complaints from women who purchased from this dealership who have been deceived by this dealership
8. You were fully aware the vehicle would be going to Arizona. It's clear the vehicle was not road worthy.
9. J and J Auto house declined to provide the buyer verification of work performed on the vehicle prior to sale.

We ask that J and J Auto House be fully accountable for their deceptive business practices. Deceit and immoral conduct have not place in business. We allege J and J Auto House manipulated the car for the purpose of sale with knowledge the vehicle was not road worthy.

We ask for the return of the vehicle and full refund in the amount of \$6940 plus \$220 for tires, and \$500 for rotors and brakes, for a total of \$7,660. We ask that you make this transaction as promised and make us whole.

Sincerely,



Barbara, et al

Department of Transportation

To: W41-306

Building: DOT

Mailstop: 4 West

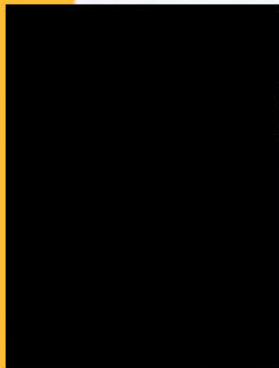
Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered

Sender:

FOT

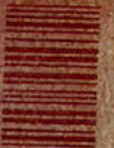
1/22/2026 10:27:07 AM



*National Highway Traffic Safety Admin
1200 New Jersey Ave SE
Washington, DC 20590
Attn: Consumer Complaints
RJ # 11709524*

W41-306

20590



\$12.98

U.S. POSTAGE
FCM LG ENV
TERRANCE, C
JAN 13, 2026

52324E50162