

[REDACTED]
[REDACTED]
Yardley, PA [REDACTED]
January 15th, 2026

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

To:

Kia America, Inc.

Headquarters
111 Peters Canyon Road
Irvine, CA 92606

To:

Kia America, Inc.

Consumer Affairs Division
P.O. Box 52410
Irvine, CA 92619-2410

To:

Kia Finance America

P.O. Box 20825
Fountain Valley, CA 92728-0829

To:

National Highway Traffic Safety Administration (NHTSA)

U.S. Department of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

To:

New Jersey Motor Vehicle Commission (NJMVC – Customer Advocacy Office)

Motor Vehicle Commission
Customer Advocacy Office
P.O. Box 403
Trenton, NJ 08666-0403

To:

New Jersey Division Of Consumer Affairs

124 Halsey Street
Newark, New Jersey 07101

To:

Business Licensing Services Bureau

225 East State St., P.O. Box 170
Trenton, NJ 08666-0170

To:

Government Employees Insurance Company – GEICO

ATTN: Region 1 Return Policy Work

PO BOX 9500

Fredericksburg, VA 22403-9500

CC:

Yardley, PA

RE: Undisclosed Tail Light Modification and Ongoing Electrical Warning – 2023 Kia Soul from Burlington Kia

To Whom It May Concern,

My name is [REDACTED] and I am writing to formally report a serious safety and compliance issue involving **Burlington Kia (BURLINGTON CAR CONNECTION INC., d/b/a BURLINGTON KIA)**, located at **4428 US-130, Burlington, NJ 08016**, and to request appropriate investigation and resolution by all relevant authorities and corporate offices.

On **October 21, 2022**, I purchased a **2023 Kia Soul base model**, manufactured in Korea and shipped to Burlington Kia. From the outset, my vehicle began displaying intermittent **"Check High Mounted Brake Light"** dashboard alerts. This warning pertains to the upper (middle mounted) LED brake light assembly, which **has no serviceable bulbs or components**—it is a sealed unit that cannot be replaced or diagnosed like a traditional bulb at a retail auto parts store.

Without my knowledge or consent, the dealership pre-installed (before I received the vehicle) a **Pulse module**—a non-OEM electronic device wired directly into the tail light system. This module altered the factory lighting behavior, causing intermittent and then eventual consistent **"Check High Mounted Brake Light"** dashboard errors, which began shortly after delivery.

Over the course of **six (6) separate service visits** to Burlington Kia, I repeatedly reported these warnings and unsafe lighting behavior.

On the **fifth service visit**, the Pulse module was finally removed, which resolved the warning temporarily. The issue returned however and I scheduled a service visit for the same issue. However, during my **sixth visit**, I was informed that the problem was now being classified as a **wiring issue**, rather than a fault in the brake light unit itself and I would need to leave the vehicle for further inspection, diagnostic, and parts ordering. The **"Check High Mounted Brake Light"** has occurred consistently since the last visit.

Between the fifth and sixth visits, I spoke with **Tom**, the **service director** at Burlington Kia. He informed me that **Kia (unknown if referencing Burlington Kia or Kia America) is aware of a recurring issue involving the use of undersized wires** in the high-mounted brake light assembly, and stated that Burlington Kia had stocked multiple replacement units due to the frequency of this problem. He also explained that the Pulse module had been wired in using **non-destructive splicing**: the insulation on the factory wires had been stripped (not cut), with **butt connectors crimped onto the exposed conductors** and **heat-shrink tubing applied for insulation**.

On the **sixth and most recent visit**, I was told that the dealership would not complete the repair, as the issue was now considered a **wiring problem**, not a brake light unit failure. Despite their acknowledgment of the design issue and their role in the modification, the vehicle was returned to me still exhibiting electrical faults.

The **sixth** service visit clearly indicates a "**GRAY MODULE**".

Please read the invoices attached.

These modifications were:

- Installed without my knowledge or consent
- Never disclosed to me until the 3rd or 4th visit(it was verbal with a service advisor)
- Reinstalled or left uncorrected after I made repeated complaints
- Contained ambiguous five-digit numeric-only part codes
- Directly responsible for error codes, unsafe lighting performance, and operating a vehicle that will not pass Pennsylvania inspection and is thus illegal to operate.

In addition to the **consumer fraud** implications of modifying factory safety equipment without disclosure, this raises serious questions regarding:

- **Federal Motor Vehicle Safety Standards (FMVSS)** compliance
- **Inspection eligibility and compliance** under New Jersey regulations
- **Inspection eligibility and compliance** under Pennsylvania regulations
- **Voidance of factory warranty** or liability from non-OEM tampering

As of this communication, the problem persists.

I am prepared to provide additional documentation to any party not enclosed in this communication.

I consider this request completed after the following:

1. **Full resolution from Kia America.**
2. **Immediate case review by Kia America to determine whether this dealership's actions violate Kia's warranty.**
3. **Immediate case review by Kia America to determine whether this dealership's actions violate federal compliance obligations.**
4. **Immediate case review by Kia Finance for early termination of the loan without prejudice.**
5. **Formal investigation by NJMVC and NHTSA into Burlington Kia's practice of modifying safety lighting systems.**
6. **Formal investigation by NJMVC and NHTSA into Burlington Kia's practice of modifying safety lighting systems without disclosure.**
7. **Formal investigation by NJMVC of Burlington Kia's dealership license for non-compliance.**

I am enclosing copies of service invoices and pictures pertaining to statements above.

Please acknowledge receipt of this correspondence in writing to the address below.

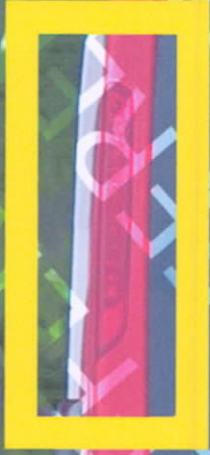
Sincerely,

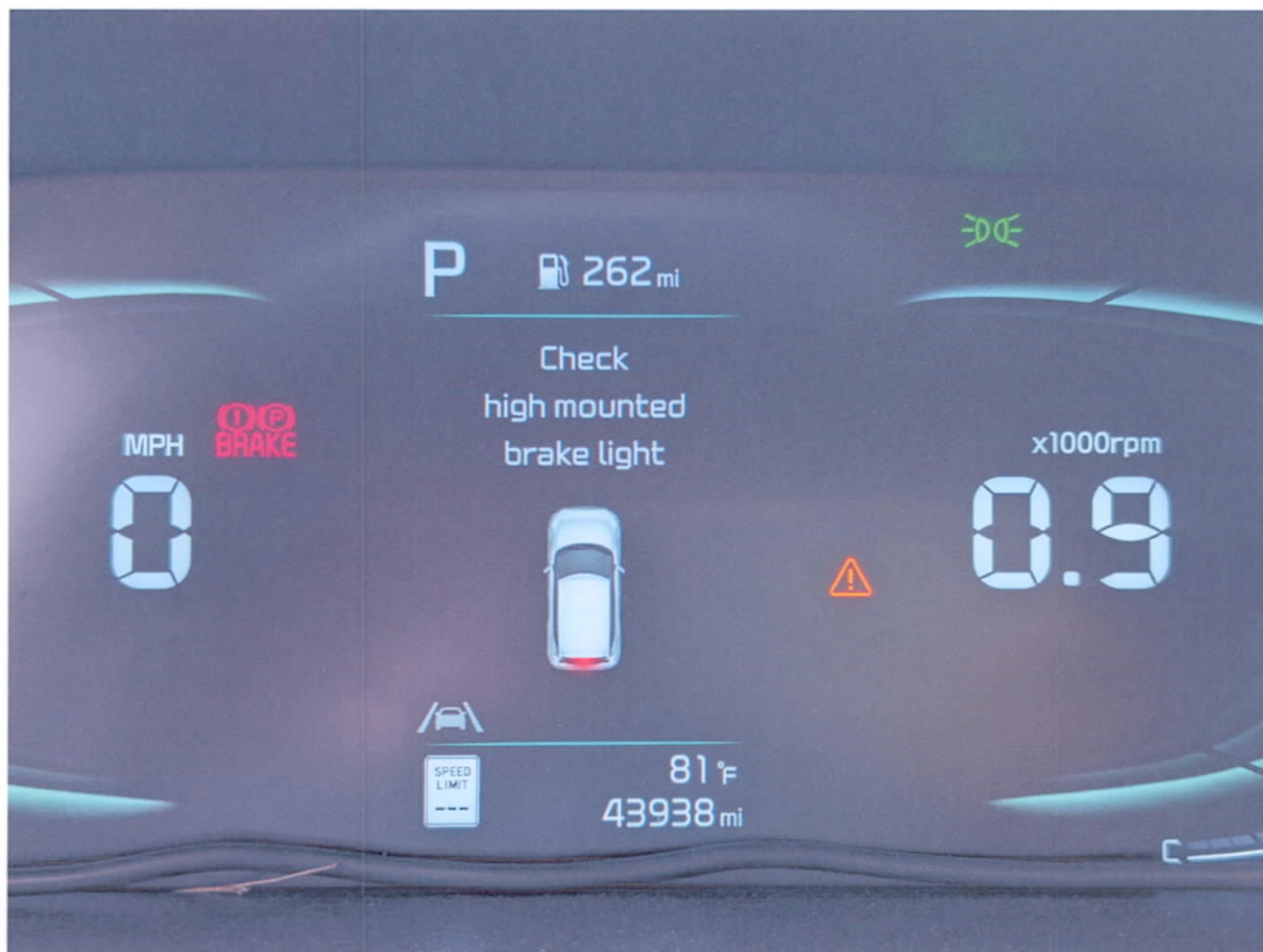
A large black rectangular redaction box covering the signature and name of the sender.

Yardley, PA

A black rectangular redaction box covering the address details of the sender.

Inoperable light





UNIT# K230164

INVOICE

**Burlington**
KIA4428 Route 130 • Burlington, NJ 08016
(877) 636-0063

www.burlingtonkia.com

MORRISVILLE, PA

HOME

BUS:

CONT

CELL:

PAGE 1

SERVICE ADVISOR: 819 JACQUELINE SYMONS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	23	KIA SOUL			911/911	T3504	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21OCT22 DE			20:00 09NOV22		149.95	CASH	09NOV22
R.O. OPENED		READY		OPTIONS:			
				SOLD-STK:K230164 DLR:NJ028			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S BRAKE LIGHTS INOP THERES A WARNING FOR THE UPPER REAR TAIL LIGHT
THIRD BRAKE LIGHT

0 REPAIRED THE GROUND WIRE ON THE THIRD BRAKE
LIGHT

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

B PERFORM KIA MULTI POINT INSPECTION OF VEHICLE. MEASURE TIRES, CHECK
FLUID LEVELS, CHECK ALL LIGHTS, WIPERS, BELTS AND HOSES. RETAIL
PRICE \$29.95. FREE OF CHARGE TO OUR LOYAL CUSTOMERS.

MPI PERFORM KIA MULTI POINT INSPECTION OF
VEHICLE. MEASURE TIRES, CHECK FLUID LEVELS,
CHECK ALL LIGHTS, WIPERS, BELTS AND HOSES.
RETAIL PRICE \$29.95. FREE OF CHARGE TO OUR
LOYAL CUSTOMERS.

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

THANK YOU FOR SERVICING YOUR VEHICLE @
BURLINGTON KIA. SHORTLY, YOU WILL BE EMAILED
A SURVEY FROM KIA. THIS IS OUR PERSONAL
REPORT CARD. PLEASE FEEL FREE TO CONTACT
BOB BARNABEI @ 609-386-7600 WITH ANY
QUESTIONS OR CONCERNS REGARDING YOUR
SERVICE EXPERIENCE @ BURLINGTON KIA!

RECOMMENDED REPAIRS

Original Estimate (Part & Labor)	Authorized/Requested Add'l. Parts	Approved By	Date & Time	Telephone # Called	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	DESCRIPTION	TOTALS
\$	\$					LABOR AMOUNT	0.00
						PARTS AMOUNT	0.00
Revised Estimate \$	\$					GAS, OIL, LUBE	0.00
WARRANTY DISCLAIMER ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER, OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the service/repairs outlined 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.						SUBLET AMOUNT	0.00
						*MISC. CHARGES	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			PLEASE PAY THIS AMOUNT	0.00

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

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

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
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*SHOP SUPPLY COSTS: We have added a charge equal to 5% of the total cost of labor and parts, with a minimum of \$2.50
and a maximum of \$15.50, to the Repair Order for shop supplies used in connection with this repair.

DMS-CAP 2014 CDK Global LLC (11/17) SERVICE INVOICE TYPE 2 - 288C - "NO-OP" - NJ - 888887

CUSTOMER COPY

CUSTOMER #: [REDACTED]
UNIT# K230164



INVOICE

4428 Route 130 • Burlington, NJ 08016
(877) 636-0063

www.burlingtonkia.com

PAGE 1

MORRI [REDACTED]

HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 819 JACQUELINE SYMONS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	23	KIA SOUL	[REDACTED]		22578/22579	T1299
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV. DATE
21OCT22 DD			20:00 01MAY24	169.95	CASH	01MAY24
R.O. OPENED		READY	OPTIONS: SOLD-STK:K230164 DLR:NJ028			
01MAY24		01MAY24				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES LED HIGH BRAKE LIGHT WARNING ON DASH STATING PLEASE
CHECK BRAKE LIGHT, HAPPEN SINCE HE OWNED THE VEHICLE / /
INFO INFO LINE

9090 KIRK, DAEMON PATRICK SHEA LIC#: 9090

(N/C)
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:
22578 ADDRESSED CUSTOMER CONCERN. VERIFIED THAT THIRD BRAKE LIGHT
WAS NOT WORKING AS INTENDED. UPON INSPECTION TECHNICIAN NOTICED THAT
THIRD BRAKE LIGHT WIRING CONNECTION WAS UNSECURED. RESECURED BRAKE
LIGHT WIRES AND THIRD BRAKE LIGHT IS WORKING AS INTENDED.

B PERFORM KIA MULTI POINT INSPECTION OF VEHICLE. MEASURE TIRES, CHECK
FLUID LEVELS, CHECK ALL LIGHTS, WIPERS, BELTS AND HOSES. RETAIL
PRICE \$29.95. FREE OF CHARGE TO OUR LOYAL CUSTOMERS.

MPI PERFORM KIA MULTI POINT INSPECTION OF
VEHICLE. MEASURE TIRES, CHECK FLUID LEVELS,
CHECK ALL LIGHTS, WIPERS, BELTS AND HOSES.
RETAIL PRICE \$29.95. FREE OF CHARGE TO OUR
LOYAL CUSTOMERS.

9090 KIRK, DAEMON PATRICK SHEA LIC#: 9090
INTK

(N/C)
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

THANK YOU FOR SERVICING YOUR VEHICLE @
BURLINGTON KIA. SHORTLY, YOU WILL BE EMAILED
A SURVEY FROM KIA. THIS IS OUR PERSONAL
REPORT CARD. PLEASE FEEL FREE TO CONTACT
BOB BARNABEI @ 609-386-7600 WITH ANY
QUESTIONS OR CONCERNS REGARDING YOUR
SERVICE EXPERIENCE @ BURLINGTON KIA!

RECOMMENDED REPAIRS

Original Estimate (Parts & Labor)	Authorized/Requested Add'l Repairs	Approved By:	Date & Time	Telephone # Called	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	DESCRIPTION	TOTALS
\$	\$					LABOR AMOUNT	0.00
						PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						*MISC. CHARGES	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

* SHOP SUPPLY COSTS: We have added a charge equal to 5% of the total cost of labor and parts, with a minimum of \$2.50
and a maximum of \$15.50, to the Repair Order for shop supplies used in connection with this repair.

UNIT# K230164

INVOICE


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 (877) 636-0063

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PAGE 1

MORRISVILLE, PA

HOME

BUS:

SERVICE ADVISOR: 819 JACQUELINE SYMONS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	23	KIA SOUL			23424 / 23424	T6023
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV. DATE
21OCT22 DL			20:00 22MAY24	169.95	CASH	22MAY24
R.O. OPENED	READY	OPTIONS: SOLD-STK:K230164 DLR:NJ028				
22MAY24	22MAY24					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES CHECK HIGH MOUNTED BRAKE LIGHT MESSAGE KEEPS COMING ON
 THE DASH THIS IS THE THIRD TIME THIS HAS HAPPENED. 11/09/2022,
 5/01/2024 AND TODAY

0 CUSTOMER STATES THAT HE WANT'S THE PULSE TO
 STAY WND SHOULD IT HAPPEN AGAIN HE WOULD
 LIKE IT TO BE REPLACED.

5212 SAMPSON, MELVIN LIC#: 5212
 INTK

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C)
 23424 REPAIRED GROUND WIRE WHICH HAD BAD CONNECTION 0.00

THANK YOU FOR SERVICING YOUR VEHICLE @
 BURLINGTON KIA. SHORTLY, YOU WILL BE EMAILED
 A SURVEY FROM KIA. THIS IS OUR PERSONAL
 REPORT CARD. PLEASE FEEL FREE TO CONTACT
 BOB BARNABEI @ 609-386-7600 WITH ANY
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\$	\$					LABOR AMOUNT	0.00
Revised Estimate						PARTS AMOUNT	0.00
\$	\$					GAS, OIL, LUBE	0.00
WARRANTY DISCLAIMER ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP THEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. 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.						SUBLET AMOUNT	0.00
						*MISC. CHARGES	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE					

*SHOP SUPPLY COSTS: We have added a charge equal to 5% of the total cost of labor and parts, with a minimum of \$2.50
 and a maximum of \$15.50, to the Repair Order for shop supplies used in connection with this repair.

CUSTOMER #: [REDACTED]
UNIT# K230164



INVOICE

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(877) 636-0063

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PAGE 1

MORRISVILLE, PA

HOME
BUS:

SERVICE ADVISOR: 819 JACQUELINE SYMONS

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	23	KIA	SOUL	[REDACTED]		23847/23848	T6332
DEL. DATE	PROD. DATE	WARR. EXP.	PROMIS	RATE	PAYMENT	INV. DATE	
21OCT22 DD			20:00 31MAY24	169.95	CASH	31MAY24	
R.O. OPENED	READY	OPTIONS:	SOLD-STK:K230164 DLR:NJ028				
31MAY24	31MAY24						

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER STATES STILL GETTING MESSAGE HIGH MOUNTED BRAKE LIGHT

INFO INFO LINE

5212 SAMPSON, MELVIN LIC#: 5212

INTK

(N/C)
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

23847 c/s still getting message high mounted brake light. verified customers concern 3rd brake light message coming up on dash. re-wired high mounted brake light harness and replaced pulse sensor to correct customers concern. high mounted brake light now operable as designed

THANK YOU FOR SERVICING YOUR VEHICLE @ BURLINGTON KIA. SHORTLY, YOU WILL BE EMAILED A SURVEY FROM KIA. THIS IS OUR PERSONAL REPORT CARD. PLEASE FEEL FREE TO CONTACT BOB BARNABEI @ 609-386-7600 WITH ANY QUESTIONS OR CONCERNS REGARDING YOUR SERVICE EXPERIENCE @ BURLINGTON KIA!

RECOMMENDED REPAIRS

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\$	\$					LABOR AMOUNT	0.00
						PARTS AMOUNT	0.00
Revised Estimate	\$					GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
WARRANTY DISCLAIMER ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. 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.						*MISC. CHARGES	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE					

*SHOP SUPPLY COSTS: We have added a charge equal to 5% of the total cost of labor and parts, with a minimum of \$2.50 and a maximum of \$15.50, to the Repair Order for shop supplies used in connection with this repair.

CUSTOMER # [REDACTED]
UNIT# K230164



INVOICE

4428 Route 130 • Burlington, NJ 08016
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PAGE 1

MORRISVILLE, PA
HOME [REDACTED]
BUS: [REDACTED]

SERVICE ADVISOR: 819 JACQUELINE SYMONS

BUS:		[REDACTED]		SERVICE ADVISOR:		619 383-0222		[REDACTED]	
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
RED	23	KIA SOUL		[REDACTED]			24123/24124		T6540
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
21OCT22 DD			20:00 05JUN24			169.95	CASH	05JUN24	
R.O. OPENED		READY		OPTIONS: SOLD-STK:K230164 DLR:NJ028					
05JUN24		05JUN24							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES TO REMOVE THE PULSE FOR THE THIRD BRAKE LIGHT

INFO INFO LINE

5212 SAMPSON, MELVIN LIC#: 5212

INTK

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)
24123 c/s remove pulse sensor. removed pulse sensor per customer

B CUST STATES SAME PROBLEM WITH BRAKE LIGHT

INFO INFO LINE

5212 SAMPSON, MELVIN LIC#: 5212

INTK

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

THANK YOU FOR SERVICING YOUR VEHICLE @
BURLINGTON KIA. SHORTLY, YOU WILL BE EMAILED
A SURVEY FROM KIA. THIS IS OUR PERSONAL
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\$	\$					LABOR AMOUNT	0.00
						PARTS AMOUNT	0.00
Revised Estimate	\$					GAS, OIL, LUBE	0.00
\$						SUBLET AMOUNT	0.00
WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. 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.						*MISC. CHARGES	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00
DATE		CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			

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CUSTOMER # [REDACTED]
UNIT# K230164

INVOICE



4428 Route 130 - Burlington, NJ 08016
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www.burlingtonkia.com

PAGE 1

MORRISVILLE, PA

HOME [REDACTED]
BUS: [REDACTED] SERVICE ADVISOR: 819 JACQUELINE SYMONS

COLOR		VIN		LICENSE	MILEAGE IN / OUT		TAG
RED		23 KIA SOUL			26490/26491		T4229
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21OCT22 DD			WAIT 29JUL24		169.95	CASH	29JUL24
R.O. OPENED		READY		OPTIONS: SOLD-STK:K230164 DLR:NJ028			
29JUL24		29JUL24					

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

A CUSTOMER STATES GETTING WARNING TO REPLACE HIGH MOUNTED BRAKE LIGHT
CUSTOMER HAS COME IN 6 TIMES BEFORE FOR SAME ISSUE / /

INFO INFO LINE

4521 Haskins, Andre LIC#: 4521

INTK

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:
26490 WIRE DISCONNECTED FROM LEAD. WIRE WAS RE CRIMPED. REPAIR HAS
BEEN VERIFIED.

(N/C)
0.00

THANK YOU FOR SERVICING YOUR VEHICLE @
BURLINGTON KIA. SHORTLY, YOU WILL BE EMAILED
A SURVEY FROM KIA. THIS IS OUR PERSONAL
REPORT CARD. PLEASE FEEL FREE TO CONTACT
BOB BARNABEI @ 609-386-7600 WITH ANY
QUESTIONS OR CONCERNS REGARDING YOUR
SERVICE EXPERIENCE @ BURLINGTON KIA!

RECOMMENDED REPAIRS

Original Estimate (Parts & Labor)	Authorized/Requested Add'l Repairs	Approved By:	Date & Time	Telephone # Called	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	DESCRIPTION	TOTALS
\$	\$					LABOR AMOUNT	0.00
						PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
Revised Estimate	\$					SUBLET AMOUNT	0.00
						*MISC. CHARGES	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

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

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.

* SHOP SUPPLY COSTS: We have added a charge equal to 5% of the total cost of labor and parts, with a minimum of \$2.50 and a maximum of \$15.50, to the Repair Order for shop supplies used in connection with this repair.

CUSTOMER # [REDACTED]
UNIT# K230164



Burlington
KIA

INVOICE

4428 Route 130 · Burlington, NJ 08016
(877) 636-0063

www.burlingtonkia.com

MORRISVILLE, PA

PAGE 1

HOMER [REDACTED] 5
BUS: [REDACTED]

SERVICE ADVISOR: 819 JACQUELINE SYMONS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	23	KIA SOUL	[REDACTED]		40380/40381	T2597
DEL. DATE	PROD. DATE	WARR. EXP.	PROMIS	RATE	PAYMENT	INV. DATE
21OCT22 DL			WAIT 11JUL25	189.95	CASH	11JUL25
R.O. OPENED		READY		OPTIONS: SOLD-STK:K230164 DLR:NJ028		
11JUL25		11JUL25				

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

A C/S HIGH MOUNTED BRAKE LIGHT ON REPLACE WITH GRAY MODULE

0 THERE IS A WIRING ISSUE THE CUSTOMER DOES NOT

HAVE TIME TO LEAVE THE VEHICLE

8021 RIBEIRO, JACKSON LIC#: 8021

INTK

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

THANK YOU FOR SERVICING YOUR VEHICLE @
BURLINGTON KIA. SHORTLY, YOU WILL BE EMAILED
A SURVEY FROM KIA. THIS IS OUR PERSONAL
REPORT CARD. PLEASE FEEL FREE TO CONTACT
BOB BARNABEI @ 609-386-7600 WITH ANY
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SERVICE EXPERIENCE @ BURLINGTON KIA!



RECOMMENDED REPAIRS

Original Estimate (Parts & Labor)	Authorized/Requested Add'l Repairs	Approved By:	Date & Time	Telephone # Called	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	DESCRIPTION	TOTALS
\$	\$					LABOR AMOUNT	0.00
						PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
Revised Estimate	\$					SUBLET AMOUNT	0.00
						*MISC. CHARGES	0.00
WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. 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.						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				

*SHOP SUPPLY COSTS: We have added a charge equal to 5% of the total cost of labor and parts, with a minimum of \$2.50 and a maximum of \$15.50, to the Repair Order for shop supplies used in connection with this repair.

P

US POSTAGE AND FEES PAID
PRIORITY MAIL IMI
Jan 15 2026
Mailed from ZIP 19067
PRIORITY MAIL
ZONE 2 FLAT - RATE ENV
13621802
Commercial



Part #: 156297-435 RRDW2 EXP 11/26

USPS PRIORITY MAIL

C000

YARDLEY PA

Shipped using PostalMate
Pg: 350447

RETURN RECEIPT REQUESTED

SHIP TO: NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN
TO: US DEPARTMENT OF TRANSPORTATION
1200 NEW JERSEY AVE SE - WEST BLDG
OFFICE OF DEFECTS INVESTIGATION
WASHINGTON DC 20590 - 0001



USPS CERTIFIED MAIL



W48-226

Department of Transportation
To: W48-226
Building: DOT
Mailstop: 4 West
Rtg Symbol: NVS-200,210,300,010
External Carrier: DELIVERY CONFIRMATION
Sender: DOT

1/20/2026 2:00:54 PM



3. Service Ty
Adult Signatu
Adult Signatu
Certified Mail
Certified Mail
Collect on De
Collect on De
Insured Mail
Insured Mail
(over \$500)

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
NHTSA
US Dept of Trans
1200 New Jersey Ave SE - West
Office of Defects Investigation
Washington DC 20590-0001

COMPLETE THIS SECTION ON DELIVERY

A. Signature **X**

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes ☐ No
If YES, enter delivery address below: