

REQUEST FOR GOODWILL ASSISTANCE AND FORMAL CASE REVIEW

Vehicle: 2018 Kia Optima 2.0L Turbo VIN: [REDACTED]

To Whom It May Concern:

I am respectfully requesting goodwill assistance and a formal review of the catastrophic engine failure of my 2018 Kia Optima 2.0L Turbo.

I currently owe approximately \$10,000 on this vehicle and am unable to afford the cost of a complete engine replacement. I am seeking Kia's assistance and consideration based upon the vehicle's history of engine-related concerns, significant repair expenses, and the recent diagnosis of catastrophic engine failure.

Over time, the vehicle has experienced a number of serious drivability and engine-related issues, including:

- Loss of power while driving • Battery warning light illumination • Loss of steering assist during failure • Engine knocking • Sluggish and vibrating engine performance • Turbocharger-related failure and replacement • Ignition component replacement • Ongoing engine performance concerns

In an effort to properly maintain and repair the vehicle, I incurred substantial repair expenses, including:

- Approximately \$3,959.00 for turbo assembly replacement and related repairs • Approximately \$3,149.02 for additional major repairs and services

In total, I have invested more than \$7,000 in repairs within the last year in an effort to maintain this vehicle and address ongoing performance concerns.

Despite these significant repairs and maintenance efforts, the vehicle has now suffered catastrophic engine failure.

During Kia's recent inspection, the technician verified engine knocking, poor engine performance, and catastrophic internal engine damage. According to the inspection findings, Cylinder No. 2 contains a damaged valve resulting in loss of compression and the recommendation for complete engine replacement.

While I understand that the bearing clearance test associated with the warranty extension did not exceed specifications, I respectfully request that Kia conduct a broader review of my vehicle's repair history and engine failure. Given the documented history of engine-related concerns, turbocharger replacement, drivability issues, and catastrophic engine damage, I believe additional consideration is warranted.

I am especially concerned that the vehicle experienced a loss of power while being driven, creating a potential safety concern for myself and others on the roadway.

[REDACTED]
[REDACTED]
Palm Beach Gardens, FL [REDACTED]
[REDACTED]
[REDACTED]

May 30, 2026

Kia America, Inc.
Consumer Assistance Center
P.O. Box 52410
Irvine, CA 92619-2410

Subject: Request for Goodwill Assistance and Formal Case Review

Vehicle: 2018 Kia Optima 2.0L Turbo

VIN: [REDACTED]

To Whom It May Concern,

I am respectfully requesting goodwill assistance and a formal review of the catastrophic engine failure in my 2018 Kia Optima 2.0L Turbo.

I currently owe approximately \$10,000 on this vehicle and am unable to afford the cost of a complete engine replacement. I am requesting Kia's consideration and assistance based on the vehicle's history of engine-related concerns, significant repair expenses, and the recent diagnosis of catastrophic engine failure.

Over time, the vehicle has experienced several serious drivability and engine-related issues, including:

- Loss of power while driving
- Battery warning light illumination
- Loss of steering assist during failure
- Engine knocking
- Sluggish and vibrating engine performance
- Turbocharger failure and replacement
- Ignition component replacement
- Ongoing engine performance concerns

In an effort to properly maintain the vehicle, I have incurred substantial repair expenses, including:

- Approximately \$3,959.00 for turbo assembly replacement and related repairs
- Approximately \$3,149.02 for additional major repairs and services

In total, I have invested more than \$7,000 in repairs within the last year in an effort to maintain this vehicle and address ongoing performance concerns.

Despite these efforts, the vehicle has now suffered catastrophic engine failure. During Kia's recent inspection, the technician confirmed engine knocking, poor performance, and internal engine damage. The report indicates that Cylinder No. 2 has a damaged valve resulting in loss of compression, with a recommendation for complete engine replacement.

While I understand that the bearing clearance test associated with the warranty extension did not exceed specifications, I respectfully request that Kia conduct a broader review of the vehicle's full repair and failure history. Given the documented issues, turbocharger replacement, drivability concerns, and current engine condition, I believe additional consideration is warranted.

I am especially concerned that the vehicle experienced a loss of power while in motion, creating a potential safety risk for myself and others on the roadway.

As a customer who has invested significant resources into maintaining this vehicle, I am respectfully requesting a fair review of my situation and any assistance Kia may be able to provide.

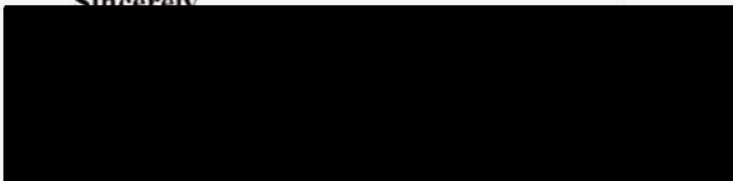
Accordingly, I respectfully request:

- Goodwill assistance toward engine replacement or repair
- Review by a Regional or District Case Manager
- Consideration of any applicable warranty extensions, service campaigns, recalls, settlements, or special policy adjustments
- Any available customer assistance program that may help resolve this matter

I have made every reasonable effort to maintain and repair this vehicle and respectfully ask Kia to partner with me in finding a fair and reasonable resolution.

Thank you for your time and consideration. I look forward to your response and remain hopeful that a mutually satisfactory resolution can be reached.

Sincerely,



CUSTOMER #:

NAPLETON NORTHLAKE KIA

3626 Northlake Boulevard
Palm Beach Gardens, FL 33403

INVOICE

Main: (561) 429-2061
Fax: (561) 429-2081
www.northlakekia.com

WEST PALM BCH, FL

PAGE 1

Florida Registration Number: MV# 82588 VF# 1024070

HOME:

BUS:

SERVICE ADVISOR: 1450363 NICHOLAS KELLIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	18	KIA OPTIMA			146546/146546	T6024	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JAN18 DD		17JAN2023	17:00 04MAY26			CASH	16MAY26
R.O. OPENED		READY	OPTIONS:	SOLD-STK: JG231276			

09:17 04MAY26 09:24 16MAY26

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

A Northlake Kia will provide a copy and review your
Multi-Inspection Checklist

MPI Northlake Kia will provide a copy and
review your Multi-Inspection Checklist

1450278 GUNNELLS, RICHARD LIC#: 1450278

ISPK

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

B CUSTOMER STATES ENGINE IS KNOCKING. PLEASE CHECK AND ADVISE

DIAG PERFORM INITIAL DIAGNOSIS OF STATED ISSUE

1450278 GUNNELLS, RICHARD LIC#: 1450278

CK

PARTS:	0.00	LABOR:	230.00	OTHER:	0.00	TOTAL LINE B:	230.00
--------	------	--------	--------	--------	------	---------------	--------

ENGINE IS KNOCKING DUE TO BURNT EXHAUST VALVE, RECOMMEND R&R ENGINE
ASSEMBLY

C SC205 ECM LOGIC UPDATE (VESC)

CAUSE: 1

NWP NO WORK PERFORMED

99 GENERIC TECH LIC#: 99

ISPK

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

D EMERGENCY TRUNK LATCH RELEASE

NWP NO WORK PERFORMED

99 GENERIC TECH LIC#: 99

ISPK

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

ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof. Notwithstanding the absence of a customer signature hereto, acceptance of, or payment for, the goods and services itemized above constitutes express consent to this arbitration provision and its terms. Arbitrability to be decided by the arbitrator(s) only.

*SHOP SUPPLY COSTS: We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$75, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F.S. 403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. F.S. 403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

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.

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT
------	--------------------	--	------------------------

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

Customer X

Customer X

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #:

NAPLETON NORTHLAKE KIA

3626 Northlake Boulevard
Palm Beach Gardens, FL 33403

Main: (561) 429-2061

Fax: (561) 429-2081

www.northlakekia.com

INVOICE



PAGE 2

Florida Registration Number: MV# 82588 VF# 1024070

WEST PALM BCH, FL

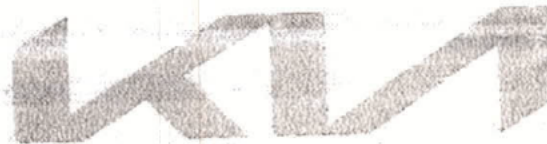
HOME:

BUS:

SERVICE ADVISOR: 1450363 NICHOLAS KELLIER

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17JAN18 DD		17JAN2023	17:00 04MAY26			CASH	
R.O. OPENED	READY	OPTIONS:	SOLD-STK:JG231276				
09:17 04MAY26	09:24 16MAY26						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THANK YOU FOR DOING BUSINESS WITH US. YOUR
COMPLETE SATISFACTION IS IMPORTANT TO US.
IF YOU HAVE ANY QUESTIONS OR CONCERNS
REGARDING YOUR SERVICE VISIT, PLEASE CONTACT
OUR SERVICE MANAGER AT 561.429.2061.



ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon reward rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof. Notwithstanding the absence of a customer signature hereto, acceptance of, or payment for, the goods and services itemized above constitutes express consent to this arbitration provision and its terms. Arbitrability to be decided by the arbitrator(s) only.

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DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	230.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	23.00
TOTAL CHARGES	253.00
LESS INSURANCE	0.00
SALES TAX	17.71
PLEASE PAY THIS AMOUNT	270.71

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Customer X

Customer X

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

5/16/26, 4:16 PM

Print

5/16/26, 1:16 PM



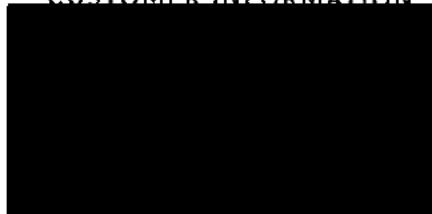
Multi-Point Inspection Results

Saturday, May 16, 2026 09:26 AM

RO# [REDACTED]

RO Open Date: 2026-05-04 06:17:57

CUSTOMER INFORMATION



CAR INFORMATION

Kia

2018 Optima

Mileage: 146546

Tag # T6024

SERVICE ADVISOR INFO

Nicholas Kellier

(561) 956-2851

TECHNICIAN

RICHARD GUNNELLS

*The estimate amounts shown for each recommendation do not include taxes.

ORIGINAL CUSTOMER REQUESTS RECOMMENDATIONS



**CUSTOMER STATES ENGINE IS
KNOCKING. PLEASE CHECK AND ADVISE**

Internal engine failure- valve damage - R&R engine

Original Approved: \$0.00

Additional Estimate: \$0.00

OTHER



____ Northlake Kia will provide a copy and
review your Multi-Inspection Checklist

Original Approved: \$0.00



SC205 ECM LOGIC UPDATE (VESC)

Original Approved: \$0.00



EMERGENCY TRUNK LATCH RELEASE

Original Approved: \$0.00

3 Needs Immediate Attention

GENERAL



Front Wiper Blades

Repair Estimate: \$59.96

.REPLACE WIPER BLADES

UNDER VEHICLE



Suspension Components

Repair Estimate: \$372.84

Replace Both Sway Bar Links

CUSTOM RECOMMENDATION



Custom Recommendation

Repair Estimate: \$846.01

Front passenger glass cracked -R&R glass

22 Passed Inspection**GENERAL**

- ☒ Exterior Lights
- ☒ Warning Lights

UNDER VEHICLE

- ☒ Fluid Leaks
- ☒ Steering Components
- ☒ Engine/Transmission Mounts
- ☒ CV Boots
- ☒ Exhaust System Components

UNDER HOOD

- ☒ Engine Air Filter
- ☒ Cabin Air Filter
- ☒ Battery Mountings, Terminals, and Wires
- ☒ 12V Battery
- ☒ Engine Oil
- ☒ Brake Fluid
- ☒ Transmission Fluid
- ☒ Coolant
- ☒ Engine Heating/Cooling System Components
- ☒ Air Conditioning Components
- ☒ Drive Belt

BRAKES AND TIRES

- ☒ Front Brakes
 - Left Front Brake - 8mm
 - Right Front Brake - 8mm
- ☒ Rear Brakes
 - Left Rear Brake - 6mm
 - Right Rear Brake - 6mm
- ☒ Tire Tread Depth
 - Left Front Tire - 8/32"
 - Right Front Tire - 8/32"
 - Left Rear Tire - 6/32"
 - Right Rear Tire - 6/32"
- ☒ Tire Wear Pattern
 - Wheel Alignment Check Recommended - Pass

OTHER COMMENTS**SUMMARY OF VISIT:**

*Misc. shop supplies only apply to Approved recommendations

	Approved	Declined	Undecided
Pre-approved amount:	\$0.00	-	-
Recommended amount:	\$0.00	\$0.00	\$1,278.81
*Misc. shop supplies (maximum charge \$54.99):	\$0.00	-	-
Taxes:	\$0.00	\$0.00	\$89.52
Total:	\$0.00	\$0.00	\$1,368.33
Total Estimate:			\$1,368.33



Midas Auto Service & Tires
255 North Cocoa Boulevard
Cocoa, FL 32922
(321) 338-2099

THANK YOU FOR YOUR BUSINESS! MV-101837

Invoice

11/22/2025
9:53 am

2018 KIA OPTIMA
4-1228 2.0L DOHC
VIN [REDACTED]
Mileage 13100
Trans [REDACTED]
License [REDACTED]

COCOA FL
City [REDACTED]
State [REDACTED]

Your Service Writer Today Is: KYLE

Center: RETAIL

Give us your feedback for a chance to WIN MIDAS SWAG

Drawings held monthly. See survey site for complete details

Service Requests:

customer states while driving the vehicle the battery light came on followed by the customer losing power and steering to the vehicle.

Category Summary	Parts	Labor	Job Total
DISCOUNTS & COUPONS	\$0.00	\$-250.00	\$-250.00
DRIVE TRAIN	\$931.98	\$382.20	\$1,314.18
ENGINE SERVICE	\$151.99	\$282.80	\$434.79
FILTERS	\$60.98	\$28.00	\$88.98
MOTOR VEH INSPECTION	\$0.00	\$0.00	\$0.00
STARTING & CHARGING	\$770.97	\$252.00	\$1,022.97
TIRES-MIDAS TOUCH	\$272.94	\$60.00	\$332.94

Technician	Service Description	Part Price Each	Quantity	Extended	Parts	Labor	Job Total
MP	Midas Closer Look Vehicle Check				770.97	252.00	1022.97
MP	Alternator: remove & replace.						
	<u>Part Number</u> <u>Part Description</u>	<u>Part Price Each</u>	<u>Quantity</u>	<u>Extended</u>			
N	2139632 ALTERNATOR	665.98	1	665.98			
N	25060396A SERPENTINE BELT	104.99	1	104.99			
MP	Half Shaft, Both Front: remove & replace.				931.98	382.20	1314.18
	<u>Part Number</u> <u>Part Description</u>	<u>Part Price Each</u>	<u>Quantity</u>	<u>Extended</u>			
N	16089N L NEW CV COMPL ASSY	475.99	1	475.99			
N	16091N R NEW CV COMPL ASSY	455.99	1	455.99			
MP	Engine Labor.				151.99	282.80	434.79
	<u>Part Number</u> <u>Part Description</u>	<u>Part Price Each</u>	<u>Quantity</u>	<u>Extended</u>			
N	VC4297G VALVE COVER GSKT SET	151.99	1	151.99			
MP	Standard Tire Mount and Balance.				272.94	60.00	332.94
	<u>Part Number</u> <u>Part Description</u>	<u>Part Price Each</u>	<u>Quantity</u>	<u>Extended</u>			
N	166284021 [REDACTED]	125.99	2	251.98			
	War# Z33450026083 [REDACTED]						
	STATE TIRE FEE	4.99	2	9.98			
	Warranty: 70	1.50	2	3.00			
	Rating: V Size: 2354518						
	Tire 1 DOT: 12/25						
	Tire 2 DOT: 12/25						
S	VST TIRE VALVE STEM	3.99	2	7.98			
MP	AAA Coupon				-250.00		-250.00
GAVIN	Air Filter: remove & replace.				34.99	0.00	34.99
	<u>Part Number</u> <u>Part Description</u>	<u>Part Price Each</u>	<u>Quantity</u>	<u>Extended</u>			
N	200301 AIR FILTER	34.99	1	34.99			
GAV	Cabin Air Filter: remove & replace.				25.99	28.00	53.99
	<u>Part Number</u> <u>Part Description</u>	<u>Part Price Each</u>	<u>Quantity</u>	<u>Extended</u>			
N	6088C CABIN AIR FILTER	25.99	1	25.99			

Payments:

KOALAFI, \$2,298.08, on 11/22/25

MIDAS/CFNA CARD, \$600.00, on 11/22/25

EASY PAY, \$350.94, on 11/22/25

In accordance with Federal Regulations, Midas electronically transmits and, through TBC Corporation, retains information related to tire sales, including the consumer's name and address, the tire identification number, and the dealer's name and address. In the event of a tire recall, TBC will provide such information to the tire manufacturer so that the tire manufacturer can send you notice of a recall.

Repair Order Notes

Writing on parts

Thank you for your business!



Midas Auto Service Experts

2253 N Military Trail
West Palm Beach, FL 33409

(561) 687-2000

FLORIDA REGISTRATION: MV-106304

2/25/2025
3:33 pm

2018 KIA OPTIMA
4-1998 2.0L DOHC
VIN: [REDACTED]
Mileage: 125175
Trans: [REDACTED]
License: [REDACTED]

WEST PALM BEACH, FL
Cell: [REDACTED]

Your Service Writer Today is: ANDREW

Center RETAIL

Category Summary	Parts	Labor	Job Total
ENGINE SERVICE	\$2,450.00	\$1,250.00	\$3,700.00
MOTOR VEH INSPECTION	\$0.00	\$0.00	\$0.00

Service Requests:
customer states vehicle feels like vibrating sluggish

Technician	Service Description	Part Number	Part Description	Part Price Each	Quantity	Extended	Parts	Labor	Job Total
LEC	Free courtesy check.						2450.00	1250.00	3700.00
JOSHR	Engine Diagnostics Check.								
JOS	REMOVE AND REPLACE TURBO ASSEMBLY								
		TURBO ASSEMBLY	TURBO ASSEMBLY	1850.00	1	1850.00			
		YR6N1332S	IRIDIUM PLUG	25.00	4	100.00			
		23-0579	IGNITION COIL	125.00	4	500.00			

Payments:

KOALAFI, \$2,750.00 02/25/25
! CardNo: [REDACTED] AuthorizationNo: [KOALFI]
EASY PAY, \$85.00
! CardNo: [REDACTED] AuthorizationNo: [EASY]
DEBIT, \$359.00
! CardNo: [REDACTED] AuthorizationNo: [060911]

Repair Order Notes

Midas International, LLC, issues written limited lifetime warranties on certain mufflers, shock absorbers, strut assemblies, strut cartridges, brake shoes and pads. All other products and services are warranted from defect for ninety (90) days from the date of installation regardless of mileage. The complete written limited warranty terms are stated in the Midas Limited Warranty Terms Document issued to you, together with this invoice, upon the purchase of the appropriate warranted product. The terms of all the warranties are also in the Midas Warranty Binder on display in each Midas location. There are no other warranties issued by Midas International, LLC. This warranty gives you specific legal rights. You may also have other rights which vary from State to State/jurisdiction to jurisdiction. Warranty work will be performed at any Midas location in the USA or Canada offering the warranted product or service. To locate a Midas location, please call: 1-800-621-8545, visit our website at www.midas.com, or contact Midas International, LLC, Customer Relations, 4300 TBC Way, Palm Beach Gardens, Florida 33410. *This is a summary of the Midas Limited Warranty Terms. For complete warranty terms, including the applicable limitations, exclusions, and restrictions, please consult the Midas Limited Warranty Terms Document issued to you or the Midas Warranty Binder on display in each Midas location. I hereby authorize you and/or your agents to contact me regarding the products and services, including any recall information, provided at Midas.

TOTAL PARTS	\$2,450.00
TOTAL LABOR	\$1,250.00
SUBLET	\$0.00
Shop Supply	\$0.00
SUBTOTAL	\$3,700.00
OTHER FEES	\$0.00
SALES TAX	\$259.00
INVOICE TOTAL	\$3,959.00
PAID	\$3,959.00
DUE	\$0.00

Customer Signature: _____

Date: _____

Supply Charge: *This charge represents costs & profits to the motor repair facility for miscellaneous shop supplies or waste disposal *(\$ 559.904/43)
The state of Florida mandates a \$1.00 fee be collected for each new tire sold. (\$ 403.718) and \$1.50 fee for each new or remanufactured battery sold (\$ 403.7185)

All parts shown on this invoice are new unless otherwise noted. U/Used R/Rebuilt RC/Reconditioned NC/ No Chg/Warranty RD/Reduced

02/25/2025 11:09:57 AM Auth 060911

Ref: [REDACTED]

APPROVED

DEBIT Card

\$ 359.00

DEBIT *****4115

Thank you for your business!



Midas Auto Service & Tires
255 North Cocoa Boulevard
Cocoa, FL 32922
(321) 338-2099

THANK YOU FOR YOUR BUSINESS! MV-101837

Invoice

11/22/2025
9:53 am

2015 KIA OPTIMA
4-1000 3.5L I6 24V
VIN [REDACTED]
Mileage 131800
Trans
License IMYL48

Cocoa, FL
C
C

Your Service Writer Today Is: KYLE

Center: RETAIL

Parts Labor Job Total

Technician Service Description

Itemized Fee Summary	Amount
TIRE DISP FEE	\$9.98
STATE TIRE FEE	\$3.00
(Fees are included in totals below)	

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TOTAL PARTS	\$2,175.88
TOTAL LABOR	\$755.00
SUBLET	\$0.00
Shop Supply	\$0.00
SUBTOTAL	\$2,930.88
OTHER FEES	\$12.98
SALES TAX	\$205.16
INVOICE TOTAL	\$3,149.02
PAID	\$3,149.02
DUE	\$0.00

Customer Signature: _____

Date: _____

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Palm Beach Gardens, FL

RETURN RECEIPT
REQUESTED

National Highway Traffic Safety Admin.
Office of Defects Investigation
1200 New Jersey Avenue SE
Washington, DC 20590



CERTIFIED MAIL®

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE