

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 294

Date Received

20-JAN-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

855159

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(located at front of windshield on drivers side)</small> KNAFB1212W5734597		Vehicle Make KIA	Vehicle Model SEPHIA	Vehicle Year 1998	Current Odometer Reading
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03270000	Part Name(s) BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) <u>23</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

EXCESSIVE BRAKE WARE; WHEN THE BRAKES ARE APPLIED VEHICLE VIBRATES/ SQUEALS, RESULTING IN EXTENDED STOPPING DISTANCE. DEALER HAS REPLACED THE ROTORS AND PADS THREE TIMES SINCE PURCHASE. *AK

CONTINUED ON BACK (REVERSE)

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 284</p> <p>RECEIVED FEB 20 2006 OFFICE OF DEFECTS INVESTIGATION</p>	
<p>OWNER INFORMATION (Type or Print)</p> <p>[Redacted] 585730</p>		<p>Reference No. 855159</p>		<p>Work Number [Redacted] Done</p> <p>Home Number [Redacted] Work</p>	
<p>Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO</p> <p>In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.</p> <p>Signature of Owner [Redacted] Date 1/31/06</p>					
VEHICLE INFORMATION					
<p>Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)</p> <p>KNAFB1212W5734597</p>		<p>Vehicle Make</p> <p>KIA</p>		<p>Vehicle Model</p> <p>SEPHIA</p>	
		<p>Vehicle Year</p> <p>1998</p>		<p>Current Odometer Reading</p>	
<p>Purchase Date</p> <p>5-23-98</p> <p>☒ New ☐ Used</p>		<p>Dealer's Name</p> <p>LEITH CLEARANCE CENTER</p> <p>City Fayetteville State NC Zip Code 28314</p>		<p>Engine Size (CID/CC/L) _____</p> <p>No Cylinders _____</p> <p>☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection</p>	
<p>Transmission Type</p> <p>☐ Manual ☒ Automatic</p>		<p>Antilock Brakes</p> <p>☐ Yes ☒ No</p>		<p>Restraint System</p> <p>☐ 3-Point Belt ☐ Motorbelt</p> <p>☒ Driverside Airbag ☐ 2-Point Belt</p> <p>☒ Passengerside Airbag</p>	
		<p>Cruise Control</p> <p>☐ Yes ☒ No</p>		<p>Drive Train</p> <p>☒ Front ☐ Rear ☐ 4-Wheel</p>	
		<p>Vehicle Type</p> <p>☒ Car ☐ Sport Utl ☐ 2-Door</p> <p>☐ Van ☐ Truck ☒ 4-Door</p> <p>☐ Minivan ☐ Motorcycle ☐ Stationwagon</p> <p>☐ Other ☐ Pick Up Truck ☐ Other</p>			
FAILED COMPONENT(S)/PART(S) INFORMATION					
<p>Component</p> <p>03270000</p>		<p>Part Name(s)</p> <p>BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM</p>		<p>Location</p> <p>☐ Left ☐ Right ☒ Original</p> <p>☒ Front ☐ Rear ☒ Replacement</p>	
<p>No of Failures</p> <p>4 times</p>		<p>Date(s) of Failure(s) 9-30-98 1-20-99 8-4-99 1-19-2000</p> <p>Mileage at Failure(s) 5,463 11,208 20,257 26,899</p> <p>Vehicle Speed at Failure(s)</p>		<p>Failed Part(s) Available? ☐ Yes ☒ No</p> <p>NHTSA Previously Contacted? ☐ Yes ☒ No</p>	
APPLICATION INCIDENT INFORMATION					
<p>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)</p>					
<p>Crash</p> <p>☐ Yes ☒ No</p>		<p>Fire</p> <p>☐ Yes ☒ No</p>		<p>Number of Persons Injured</p>	
		<p>Number of Fatalities</p>		<p>Estimated Property Damage</p>	
				<p>Reported to Police</p> <p>☐ Yes ☒ No</p>	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
<p>EXCESSIVE BRAKE WARE; WHEN THE BRAKES ARE APPLIED VEHICLE VIBRATES/ SQUEALS, RESULTING IN EXTENDED STOPPING DISTANCE. DEALER HAS REPLACED THE ROTORS AND PADS THREE TIMES SINCE PURCHASE. *AK</p> <p>Four</p> <p>rotors replaced x4</p> <p>pads replaced x2</p>					
CONTINUE ON BACK IF NEEDED					
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

The first three times of replacement, brake vibration occurred. When brakes were applied car shook excessively. The fourth time of replacement, brakes squeaked while being applied. Squeaking would sometimes continue after brakes were released. Brakes had to be tapped to stop squeaking.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



January 20, 2000

Consumer Relations
Kia Motors of America, Inc
P.O. Box 52410
Irvine, CA 92619-2410

To Whom It May Concern:

I am a Kia owner. On May 23, 1998 my brother and I set out to find me a new car. We started out that morning looking in Fayetteville NC. As I remember we went to every major car dealership in the area. I saw nothing that caught my attention. We were ready to call it a day when I road past the Leith Clearance Center of Fayetteville. Riding through the lot the Kia instantly caught my eye. The body style of the car looked great. Then I saw the price, a great looking car at an affordable price. I am a single mother so every dollar earned has to be put to good use. Well to make a long story short. I drove off the lot that day very happy in my brand new Kia.

Four months into owning my car, September, I ran into a problem, brake vibration. I took the car back to the dealership named above. My front rotors were replaced with the mileage on my car reading at 5,463 miles. Four months later, January 1999 brake vibration again. I took the car back to the dealership as before, with car mileage reading at 11,208 miles. Front rotors and pads were replaced again. At this point I am really concerned even more than before being this a brand new car. Seven months had past and I though my worries were over. In August my car miles read at 20,257. Guess what? You guessed it, brake vibration again. Following the same procedures as before, once again front rotors were replaced. Here I am once again January 2000 with 28,819 miles on my car having had the front rotors and pads replaced on my brand new Kia.

At this point I am very unhappy with my car. I feel this is a very serious matter because I need a safe and dependable car. I feel like know one is helping me. New parts are being put on but no answers to the problem. What will I do when my warranty runs out? I have a beautiful seven year old little boy. He is my life. God forbid something should happen to him while in our car because of my brakes. I know nothing in life is totally safe and life itself is not promised but anything I can do to protect my life and more importantly my son's life, I will do. I hope you see how serious this matter is to me and will help me anyway you can. Let me be more specific, I would like another car. I want to be a happy Kia owner. I hope someone will help me.

Thank you,



Enclosures (4)

30770

9 2 5 7 8

'Achieving Service Excellence'
LEITH CLEARANCE CENTER

2012 SKIBO ROAD
 FAYETTEVILLE, NC 28314
 (910) 864-1449
 1-800-849-1449

ACCOUNTING

PAGE 1

SERVICE ADVISOR: 102 JOE SEABOLD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	1998	KIA SEPHIA	KNAFB1212W5734597		5463/5463		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
MAY1998			18:00 30SEP98			CASH	30SEP1998

R.O. OPENED READY OPTIONS: STR:FF5056 DLR:NC016

:25 30SEP98 16:31 30SEP98

NE OPCODE	TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
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LUBE, OIL AND FILTER CHANGE

USE: FREE KIA LOF

LOF LUBE, OIL AND FILTER CHANGE

39	WK	0.30	0.30	420	1620			16.20	16.20
1	0B631-14-302	FILTER, OIL		295	413	0	6.93	4.13	4.13
1	K99564-1800	PACKING		15	21	0	0.40	0.21	0.21
4	10W30GTX	OIL		380	496	0	1.75	1.24	4.96

690 930 TPARTS

420 1620 TLABOR

SESSION 1 (EMP# 101, 30SEP98 16:23): A) 0.3/FREE KIA LOF

BRAKE VIBRATION

USE: BRAKE VIBRATION REPLACED FRONT ROTORS

800 REPLACED FRONT ROTORS

39	WK	0.50	0.50	700	2700			27.00	27.00
2	OK2AA-33-251A								
	DISC-BRAKE, F			5990	8366	0	54.95	41.93	83.86
				5990	8366	TPARTS			
				700	2700	TLABOR			

SESSION 1 (EMP# 101, 30SEP98 16:23): B) 0.5/33P01004B/92/2P

CARPET COMING LOOSE LEFT AND RIGHT FRONT

900 REPOSITIONED CARPET

39	WK	0.00	0.00	0	0			0.00	0.00
				0	0	TPARTS			
				0	0	TLABOR			

INTERIOR LIGHT AND DOOR LIGHT STAYS ON

900 ADJUSTED DRIVERS DOOR SENSOR

39	WK	0.00	0.00	0	0			0.00	0.00
				0	0	TPARTS			
				0	0	TLABOR			

COUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
36	4320	1120		47406	9316	6680	
15	13636	*****					
	COST, SALE, & COMP TOTALS		7800	13635	0		

BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE NOTED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO THE CUSTOMER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED WAS DEFECTIVE. THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY DEFECT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS INFORMATION ARE AVAILABLE FOR 10 YEAR FROM THE DATE OF PAYMENT OR LOCATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.

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 DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

BY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

SERVICE FILE COPY

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

The first three times of replacement brake vibration occurred. When brakes were applied car shook excessively. The fourth time of replacement, brakes squealed while being applied. Squealing would sometimes continue after brakes were released. Brakes had to be tapped to stop squealing.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

30770

100300

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LEITH CLEARANCE CENTER

2012 SKIBO ROAD

FAYETTEVILLE, NC 28314

(910) 854-1449

1-800-849-1449

ACCOUNTING

PAGE 1

SERVICE ADVISOR: 102 JOE SEABOLD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	1998	KIA SEPHIA	KNAFB212W5734597		11208/11210		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
3MAY1998			16:00 28JAN99			CASH	28JAN1999

LINE	OPCODE	TECH	TYPE	A/ERS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
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BRAKE VIBRATION ,ALSO CHECK OP OF BRAKES

AUSSE: BRAKE VIBRATION REPLACED ROTORS AND PADS

800 REPLACE FRONT PADS AND ROTORS

39	WK	0.50	0.50	700	2700		27.00	27.00
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2 OK2AA-33-251B

DISC-BRAKE,F	5990	8386	0	54.95	41.93	83.86
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1 OK2A3-33-23ZA PAD

SET-FRONT	2995	4193	0	54.95	41.93	41.93
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8985 : 12579 TPARTS

700 2700 TLABOR

VERSION 1 (EMP# 101,28JAN99 09:39): A)0.5/33P01004B/53/2P

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
5106	2700	700		47406	12579	8985	
2716	15279	*****					

COST, SALE, & COMP TOTALS 9685 15279 0

IN BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT IDENTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/vehicle. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/vehicle.

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 DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

SERVICE FILE COPY

30770

115061

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2012 SKIBO ROAD

FAYETTEVILLE, NC 28314

(910) 364-1449

1-800-849-1449

ACCOUNTING

PAGE 1

SERVICE ADVISOR: 102 JOE SEABOLD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	1999	KIA SEPHTA	KNAFB1212W5734597		20257/20258		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09AUG1999			18:00 09AUG99			CASH	09AUG1999
R.O. OPENED		READY	OPT.CNS: STK:FF5056 DLR:NC016				

1997 12AUG99 09:52 09AUG99

THE CODE	TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
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BRAKE VIBRATION

NOTE: BRAKE VIBRATION REPLACED FRONT ROTORS

500 REPLACED FRONT ROTORS (BRAKE VIBRATION)

46 WK 0.50 0.50 775 2700 27.00 27.00

2 0K2AA-33-251B

PLATE-DISC

5990 8386 0 55.44 41.93 83.86

5990 8386 TPARTS

775 2700 TLABOR

VERSION : EMP# 101,09AUG99 09:52): A)0.5/33P01004B/53/2P

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	2700	775		47406	8386	5990	
	11085	*****					

COST, SALE, & COMP TOTALS 6765 11086 0

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

VENDOR: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

SERVICE FILE COPY

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126977

INVOICE

PAGE 1



2012 SKIBO ROAD
FAYETTEVILLE, NC 28314
(810) 884-1449
1-800-848-1449

SERVICE ADVISOR: 97 TIM BOORN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	98	KIA SEPHIA	KNAFB1212W5734597		28819/28820		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23MAY1998			18:00 19JAN00			CASH	19JAN2000
R.O. OPENED		READY	OPTIONS: STK:FF5056 DLR:NC016				

13:05 19JAN00 14:20 19JAN00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A BRAKE NOISE

CAUSE: EXCESSIVE BRAKE NOISE

800 REPLACED FRONT PADS AND ROTORS

2 OK2AA-33-231A PLATE+DISC

1 OK2AA-33-232 PAD SET-FRT

(N/C)

(N/C)

(N/C)

0.5/33P01004B/89/1E

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
VISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS D'SCUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY