

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 150

Date Received

21-MAR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

858922

 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) (located at front of windshield on drivers side) KNAFA1259T5243994	Vehicle Make KIA	Vehicle Model SEPHIA	Vehicle Year 1996	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 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 50000 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
--	---	---------------------------	----------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

IN COLD/DAMP WEATHER BRAKES WILL LOCK UP AND MAKE LOUD NOISE, CAUSING VEHICLE TO SKID.
*AK

CONTINUED ON BACK (SEE)

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.

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www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 160

Date Received

21-MAR-2000

OFFICE
DEFECTS INVESTIGATION

Od or

rt or

od or

up or

Reference No.

858922

OWNER INFORMATION (Type or Print)

597575

Work Number

Home Number

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 Identification No. (VIN)

(positioned at bottom of
windshield on driver's side)

KNAFA1259T5243994

Vehicle Make

KIA

Vehicle Model

SEPHIA

Vehicle Year

1996

Current Odometer Reading

55,227

Purchase Date

Dealer's Name Cajon Country AutoplexEngine Size
(CID/CC/L)

1.8

☐ Turbo
☐ Diesel
☒ Gas

Fuel Injection

☐ New ☒ UsedCity Eunice State La. Zip Code

No Cylinders

6

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☐ 3-Point Belt☐ Motorbelt☐ Driverside Airbag☐ 2-Point Belt☐ Passengerside Airbag

Cruise Control

☒ Yes☐ No

Drive Train

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other☐ Sport Utility☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

03280000

Part Name(s)

BRAKES:HYDRAULIC:ANTI-SKID SYSTEM

Location

☒ Left☐ Front☐ Right☒ Rear

Failed Part(s)

☒ Original☒ Replacement

No of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

50000

Vehicle Speed at Failure(s)

Per Capies

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

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

IN COLD/DAMP WEATHER BRAKES WILL LOCK UP AND MAKE LOUD NOISE, CAUSING VEHICLE TO SKID.
*AK

CONTINUE ON BACK IF NEEDED

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*** TX REPORT ***

TRANSMISSION OK

TX/RX NO	0326	
CONNECTION TEL		17275618821
CONNECTION ID		
ST. TIME	03/15 15:23	
USAGE T	08'31	
PGS.	9	
RESULT	OK	

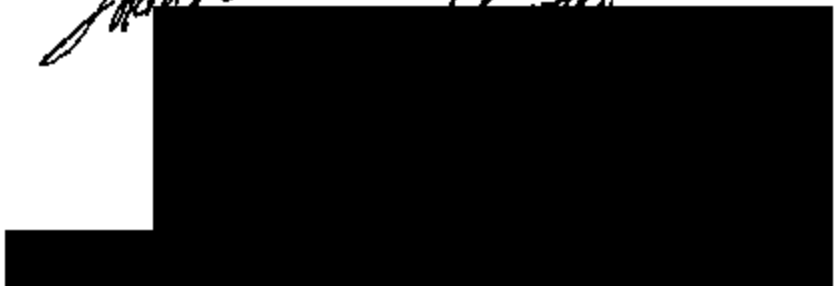
Att.
Ed. Walker.

From Tony Stewart.

please call me back on this.

I am have serious problems w/
the Brakeing System on this
Car.

Thanks
H. H. H.



Att.
Ed. Walker.

From [REDACTED]

please call me back on this.

I am have serious problems w/
the Brakeing System on this
Car.

phone [REDACTED]

1005978

51600

ALL STAR**CHEVROLET/GEO/KIA**

P.O. BOX 87080

BATON ROUGE, LA 70879-8080

TELEPHONE: (504) 298-8070

MARK DUKE
13655 COUNCIL DR.
BR LA 70817
HOME: 752-0304

BUS: 751-1823

INVOICE

PAGE 4

SERVICE ADVISOR: 340 CHAD GOLSON

COLOR	YEAR	MAKE/MODEL	IN	LICENSE	MILEAGE IN/OUT	TAG
	96	KIA SEPHTA			18510/18510	1185A
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
20 JAN 96			13:42 21 APR 97		0.00	CASH
NO OPENED	READY	OPTIONS: STR: 22678 DLR: 24408				
07:18 21 APR 97	16:40 21 APR 97					

LINE OPCODE TECH TYPE HOURS

CUSTOMER THAT VEHICLE IS DUE FOR MAINTENANCE SERVICES

LIST NET TOTAL

SES LIGHT IS ON

21K ENGINE

408 W40K

FC: PART#: COUNT:

CLAIM TYPE:

LAUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

18510 **POOR EMISSION HARNESS GROUND* TECH 40* CHECK CODES WITH KIA
MONITOR! RUN DIAGNOSTIC FLOW CHART* **WIRING HARNESS ASSY: **FOUND
AND REPAIRED GROUND AT REAR OF CYLINDER HEAD ** CLEAR CODES AND
RECHECK.

ON 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 NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DISCLAIMER AND WAIVER OF ALL WARRANTIES

Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET/GEO/KIA, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET/GEO/KIA, INC., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any product.

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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

1005978

51600

ALL STAR

INVOICE

CHEVROLET/GEO/KIA

P.O. BOX 87080

BATON ROUGE, LA 70879-8080

TELEPHONE: (504) 298-8070

MARK DUKE

13655 COUNCIL DR.

BR LA 70817

HOME: 752-0304

BUS: 751-1823

PAGE 3

SERVICE ADVISOR: 340 CHAD GOLSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	96	KIA SEPHIA	KNAFA1259T5243994		18510/18510	1185A
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
20JAN96			13:42 21APR97		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:KT2678 DLR:24408				
07:18 21APR97	16:40 21APR97					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
FC	PART#	COUNT					
CLAIM TYPE:							
AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

18510 **STICKING LOCK ASSY** TECH 408 UNABLE TO RUN PROPER
 TIME::COMPUTERS WENT DOWN) CHECK PASS POWER LOCK ASSY::R&R AND CLEAN
 AND LUBE STICKING LOCK ASSY

G CARPET ON THE DRIVERS FLOOR IS LOOSE. — SOP —
 38K TRIM, CARPET & TOPS
 408 W40K

1 JUTE JUTE
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

18510 **MISINSTALLED CARPET ASSY** TECH 403 R&R DRIVERS SIDE CARPET
 ASSY::INSTALL EXTRA JUTING PER KIA TECHLINE::REFASTEN CARPET ::UNABLE
 TO RUN PROPER TIME (COMPUTERS WENT DOWN)

H LUBE OIL AND FILTER
 01C LUBE OIL AND FILTER

589 CARL WILSON LIC#: 449336044
 IFREE

OB631-14-302 FILTER, OIL

5 1234561G OIL10W30Q

K99564-1800 PACKING

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

18510 LOF 589 LOF:::VEHICLE WAS BROUGHT IN ON EMPTY::: ADVISE

ON BEHALF OF SERVING 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 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		DISCLAIMER AND WAIVER OF ALL WARRANTIES Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET/GEO/KIA, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET/GEO/KIA, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.		DESCRIPTION	TOTAL
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT		LABOR AMOUNT			
		PARTS AMOUNT			
		GAS, OIL, LUBE			
		SUBLET AMOUNT			
		MISC. CHARGES			
		TOTAL CHARGES			
		LESS INSURANCE			
		SALES TAX			

CUSTOMER COPY

1005978

51600

ALL STAR

INVOICE

CHEVROLET/GEO/KIA

P.O. BOX 87080

BATON ROUGE, LA 70879-8080

TELEPHONE: (504) 298-8070

MARK DUKE

13655 COUNCIL DR.

BR LA 70817

HOME: 752-0304

BUS: 751-1823

PAGE 2

SERVICE ADVISOR: 340 CHAD GOLSON

SERVICE ADVISOR							340 CRAD GILSON	
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG		
	96	KIA SEPHIA	KNAP1259T5243994		18510/18510	1185A		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	
20JAN96			13:42 21APR97		0.00	CASH	21APR97	

R.O. OPENED: READY: OPTIONS: STR12678 DLR:24408

07:18 21APR97 16:40 21APR97

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:					0.00	LABOR:	0.00
					0.00	OTHER:	0.00
					TOTAL LINE C:		0.00

18510 **MISALIGNED POWER WINDOW REGULATOR AND GUIDE** TECH 408 R&R AND
ALIGN DRIVERS POWER WINDOW REGULATOR AND ALIGN DRIVERS DWINDOW
CHANNEL GUIDE...UNABLE TO RUN PROPERTIME (COMPUTERS WENT DOWN)

D PASS SEATBELT WILL NOT LATCH WELL.

38K TRIM, CARPET & TOPS

408 W40K

FC: PART#: COUNT:

(N/C)

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

18510 **STICKING LATCH ASSY** TECH 408 CHECK AND ORDER PASS FRONT SEAT
BELT LATCH ASSY (NOT IN STOCK)

E WIPER DELAY WILL NOT WORK.

38K TRIM, CARPET & TOPS

408 W40K

FC: PART#: COUNT:

(N/C)

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

18510 **INTERNAL OPEN IN COMBINATION SWITCH ASSY** TECH 408 CHECK AND
ORDER COMBINATION SWITCH ASSY.

F PASS. FRONT DOOR LOCK WILL NOT LOCK AT TIMES WITH THE MASTER SWITCH.

38K TRIM, CARPET & TOPS

408 W40K

(N/C)

ON BEHALF OF SERVING 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
NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

DISCLAIMER AND WAIVER
OF ALL WARRANTIES

Any warranties, express or implied, on
the products sold hereby are those
made by the manufacturer. Seller, ALL
STAR CHEVROLET/GEO/KIA, INC.,
expressly disclaims all warranties,
either express or implied, including any
implied warranty of merchantability or
fitness for a particular purpose, and
ALL STAR CHEVROLET/GEO/KIA, INC.
neither assumes nor authorizes any
other person to assume for it any
liability in connection with the sale of
said product.

DESCRIPTION

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

CUSTOMER COPY

036

143166



CUSTOMER #: 20147

WORKORDER

TERREBONNE MOTOR CO., INC.
202 ST. CHARLES * P.O. BOX 599 * PHONE (504) 876-5100
HOUMA, LOUISIANA 70380

AMBER STEWARD
618 CHURCH ST
THIBODEAUX LA 70301
HOME: 447-1621 BUS: 318-788-1488



PAGE 1

SERVICE ADVISOR: 1791 PONTIFF, ABEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREEN	96	KIA SEPHIA	KNAFA1259T5243994		32722/32739	T247	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
13NOV95			17:00 09JUL98			CASH	
R/O OPENED		READY		OPTIONS: DLR:231548			
09JUL98 14:44							

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	600		W40K	DIAG ENGINE TURNS OVER REAL SLOW AND WONT START HAVE TO JUMP OFF <i>found bad alternator and battery replaced and rechecked OK</i>
# B	200		W40K	DIAG BRAKES MAKING NOISE AND GRABS HARD <i>found front brakes locking up and rear out of adjustment replaced front brake pads, rotors, and calipers and adjusted rear tested OK</i>
# C	1100		W40K	DIAG DELAY WIPERS IN OP <i>found bad wiper motor switch replaced and rechecked OK</i>
# D	1100		W40K	DIAG PASS FRONT DOOR LOCKS WHEN PULLING ON HANDLE TO OPEN <i>found bad door latch replaced and rechecked OK</i>
# E	1200		W40K	DIAG DASH COMING APART OVER CENTER A/C VENTS <i>replaced dash</i>

called 7-10 KUS NA
3:05 LEFT MESSAGE

TERREBONNE MOTOR CO.
202 ST. CHARLES
HOUMA, LA 70380



#8
9841

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, TERREBONNE MOTOR CO., INC. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and TERREBONNE MOTOR CO., INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

I understand there will be a charge for diagnostic time in the event repairs are not completed.

X

CUSTOMER SIGNATURE

CUSTOMER'S SIGNATURE

TECHNICAN COPY

24386

22932

ALL STAR

INVOICE

CHEVROLET/GEO/KIA

MARK E DUKE
13635 COUNCIL DR
BATON ROUGE LA 70817
HOME: 504-752-0304 BUS: 751-1823

P.O. BOX 87080
BATON ROUGE, LA 70879-8080
TELEPHONE: (504) 298-8070

PAGE 2

SERVICE ADVISOR: 214 MELINDA PITTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	96	KIA SEPHIA	KNFAA1259T5243994		301/301	T598
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
20JAN96			14:36 25JAN96		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:KT2678 DLR:24408				
09:54 25JAN96	08:11 26JAN96					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CLAIM TYPE: SUBL ENTERPRISE							
AUTH CODE: PO#21922							
W40K (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE CHARGES	0.00
301 1DAY RENTAL 30.00 DOLLARS							

CHEVROLET

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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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

24386

22932

ALL STAR

MARK E DUKE
13635 COUNCIL DR
BATON ROUGE LA 70817
HOME: 504-752-0304 BUS: 751-1823

INVOICE

PAGE 1

CHEVROLET/GEO/KIA

P.O. BOX 87080
BATON ROUGE, LA 70879-8080
TELEPHONE: (504) 298-8070

SERVICE ADVISOR: 214 MELINDA PITTMAN

COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
		96	KIA SEPHIA	KNFA1259T5243994		301/301	T598
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
20JAN96			14:36 25JAN96		0.00	CASH	26JAN96
R.O. OPENED		READY	OPTIONS: STK:KT2678 DLR:24408				

09:54 25JAN96 08:11 26JAN96

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

A CRUISE CONTROL WILL NOT WORK.

CAUSE:

66-D36-002 R&R CRUISE CONTROL MODULE

220 W40K 0.50

(N/C)

66-D36-X OTHER PROCEDURES

220 W40K 0.30

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

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

301 TERMINAL DAMAGED AT CRUISE MODULE TECH 220 -- 66-D36-002, 66-D36-X
-- R&R CRUISE MODULE & REPAIR TERMINAL

B POWER MIRRORS WILL NOT WORK.

CAUSE:

66-D34-002 POWER MIRROR SWITCH, R&R

220 W40K 0.30

(N/C)

66-D34-X DASHBOARD SWITCHES & EQUIPMENT (OTHERS)

220 W40K 0.30

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

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

301 TERMINAL DAMAGED AT MIRROR SWITCH TECH 220 -- 66-D34-002, 66-D34-X
-- R&R POWER MIRROR SWITCH & REPAIR TERMINAL

C ENTERPRISE RENTAL.

27901 ONE DAY RENTAL

997 W40K 0.00

(N/C)

FC: PART#: COUNT:

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DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE:

CUSTOMER SIGNATURE

CUSTOMER COPY

20147

169050

TERREBONNE MOTOR CO., INC.

339 ST. CHARLES • P.O. BOX 589 • PHONE (504) 875-5100

HOUMA, LOUISIANA 70360

SERVICE PH. (504) 872-5600

FAX (504) 872-3200

AMBER STEWARD
618 CHURCH ST
THIBODEAUX, LA 70301
HOME: 447-1621

BUS: 318-788-1466

INVOICE*

PAGE 1



SERVICE ADVISOR: 3880 CAUL HUTCHINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN	96	KIA SEPHIA	KNAFA1269T5243994		48650/48655	T798S
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
20JAN1996			17:30 11OCT99			CASH

R.O. OPENED: 10:52 11OCT99
READY: 13:07 13OCT99
OPTIONS: DLR: 1548

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A SC008 EMISSION HOSE

42F02020 RECALL SC008 FUEL VAPOR HOSES

290 W40K

1 0K29T-42-912 SEPHIA EVAP HOSE KIT

(N/C)

(N/C)

48655 RECALL PERF.RECALL SC008, LABOR CODE-42F02020

B CHECK BRAKES GRAB & NOISEY

200F (SPECIAL) COMPLETE FRONT BRAKE JOB

290CASHK

1 0K2A4-33-23Z PAD SET-FRT

49.95

112.50

112.50

49.95

49.95

48655 BRAKES NOISEY 2.5 HRS PERF. FRT.BRAKE JOB, MACHINED FRT. ROTORS

CHANGED FRT. PADS, CLEAN AND ADJUSTED REAR SHOE GAVE EST. ON FRT. BRAKE JOB

C LEFT SRAT BELT INOP

CG05 REPLACED SEAT BELT LOCK

290CASHK

1 0K24A-57-680A96 BELT A-FRT/LH

25.90

27.50

27.50

25.90

25.90

48655 0.5 HRS. CHANGED RT.FRT. SEAT BELT-LOCK-WAITING ON CUSTOMER OK

D MAKE EXTRA KEY

MISC MISC REPAIRS

290CASHK

1 KEYS-CUT KEY

2.00

0.00

0.00

2.00

2.00

48655 MADE EXTRA KEY

CUSTOMER PAY HAZARDOUS WASTE MGMT AND SHOP SUPPLIES FOR REPAIR ORDER

7.00

DISCLAIMER OF WARRANTIES		DESCRIPTION	TOTALS
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.		LABOR AMOUNT	140.00
		PARTS AMOUNT	77.85
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	7.00
		TOTAL CHARGES	224.85
		LESS INSURANCE	0.00
		SALES TAX	18.55
		PLEASE PAY THIS AMOUNT	243.40
CUSTOMER'S SIGNATURE		CUSTOMER SIGNATURE	

CUSTOMER COPY

WE GO THE EXTRA MILE!

I have. Call-d KIA. about this problem & talked to a mr. treg. He suggested that my daughter did not know how to drive. I traded vehicles w/ my daughter. I must not know how to drive either.

I call-d KIA again & spoke w/ mrs Cindy. She suggested that I fax all my paper work to mr. Ed. Walker. I did this on 3-15-2000 still no Response.

I feel this car has a serious Brakeing problem. I also feel it is in the Hydraulic. Syster. Not Brake shoes or Rotary-

AS. you will see by the papers I am sending you. this problem has never been Addressed.

I hope that you may be able. to help me w/ this problem.

Thank



Att-Cash

MS Dealer Service Corporation
Agreement Declaration Page

Agreement Number
3544308

Year 1996	Make KIA	Model SEPHIA	Vin Number KN0FA1259T5243994	Auto Code 6621	Vehicle Class A-1
Odometer Reading 25880		In-Service Date/Effective Date (New)		Agreement Purchase Date (Used) 01/16/98	Agreement Purchase Price 1080.00

☐ Deductible Amount: ☐ \$100. Standard ☐ \$50 (Optional) ☒ Zero (Optional) (See optional deductibles below)	Vehicle Purchase Price 9044.39	☒ DSC New Plans ☒ DSC PLUS (Code 45) ☐ PREMIUM (Code 43)	☐ Pre-Owned Plans ☐ Standard Plan (Code 44) ☐ Powertrain Only (Code 42)
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Available NEW & PRE-OWNED PLANS are shown below. Pre-Owned Vehicle eligibility is based on age and mileage of the Vehicle at time of purchase by YOU. The Term, Mileage, & Coverages available are shown below. If term of coverage is not shown, New plan Term/Mileage will be 36 mo./45,000 mile, the Pre-Owned plan will be 12 mo./12,000 mi. Covered items are 1-3 with no additional benefits.

NEW PLANS AVAILABLE (Vehicles must be in Basic Mfr. warranty)	PRE-OWNED PLANS AVAILABLE
36 mo/45,000 Mi.	12 mo/12,000 Mi (Items 1-3 No Benefits / No Options) Available to 100,000 mi. Any age.
48 mo/60,000 Mi.	12 mo/12,000 Mi (Items 1-10 With Benefits) Available to 80,000 mi. & 8 model yrs. (Current +7 model yrs.)
60 mo/75,000 Mi.	12 mo/12,000 Mi (Items 1-11 With Benefits) Available to 60,000 mi. 7 model yrs. (Current +6 model yrs.)
60 mo/100,000 Mi.	24 mo/24,000 Mi (Items 1-11 With Benefits) Available to 60,000 mi. 7 model yrs. (Current +6 model yrs.)
72 mo/60,000 Mi.	36 mo/36,000 Mi (Items 1-11 With Benefits) Available to 50,000 mi. 5 model yrs. (Current +4 model yrs.)
72 mo/75,000 Mi.	48 mo/48,000 Mi (Items 1-11 With Benefits) Available to 40,000 mi. 4 model yrs. (Current +3 model yrs.)
72 mo/100,000 Mi.	

Term of Coverage Months: 60 Miles: 100,000	New Plans begin on the Original In-Service Date, mileage begins at ZERO mileage. See Page 5 of Agreement. Pre-Owned Plans begin on date Vehicle is Purchased, mileage begins at mileage on odometer at time of purchase
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OPTIONAL BENEFITS (Available at extra cost)		OPTIONAL BENEFITS	
☐ \$50.00 Deductible.	☐ Extended Seals & Gaskets (60-80,000 MI. Pre-Owned plan)	☐ Tire Road Hazard (New Only)	
☐ ZERO Deductible.	☐ Hi-Tech (N/A on DSC Plus Plan or Used over 60,000 Mi)	☐ Ultra Care: ☐ Sched. 1 ☐ Sched. 2	

Dealer Name CAJUN COUNTRY AUTOPLEX, L.L.C.	Dealer Number	Dealer Code	Dealer Telephone 318-457-8136	F&I Manager Code
Dealer Address 1700 E. LAUREL AVE	City CROWLEY		State LA	Zip 70535
Licenholder Name (Address/City/State/Zip)				Telephone Number

My signature below indicated that I am aware of the TERM and COVERAGE provided in the DSC Service Agreement that I have selected above. I agree that if I am purchasing a NEW VEHICLE PLAN, the EFFECTIVE DATE (date this agreement begins) is the ORIGINAL IN-SERVICE DATE (the date the factory warranty starts), and the mileage begins at ZERO mileage. I agree that the pre-owned plan effective date is the date of purchase and miles begins at odometer mileage at time of purchase.

ALTERNATIVE DISPUTE RESOLUTION AGREEMENT: The agreement HOLDER'S signature below acknowledges that the Vehicle Service Agreement contains an alternative dispute resolution procedure for the settlement of any controversies between the Company and the HOLDER. The terms of the Alternative Dispute Resolution Clause are stated on PAGES 8 & 9 of the actual Agreement. The HOLDER hereby acknowledges that the Agreement of the HOLDER to the Alternative Dispute Resolution Clause of the Agreement, is a material inducement to the Company to offer this Agreement.

I understand that the purchase of this Service Agreement is not required in order to purchase or finance a motor vehicle.

01/16/98

01/16/98

Date

Dealer Authorized Signature

Title