

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****241**

Date Received

07-JUN-2000

Od_or _____

rt_dt _____

od_rt _____

up_ltr _____

Reference No.

863221

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 vehicle or on driver's side)	Vehicle Make KIA	Vehicle Model SEPHIA	Vehicle Year 1997	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size _____ (CID/CCL)	☐ 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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08100000 05100000	Part Name(s) ELECTRICAL SYSTEM: BATTERY ENGINE	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 3	Dates of Failure(s) 10-SEP-1998 Mileage at Failure(s) 30200 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)

ONGOING PROBLEM WITH BATTERY FAILURE; DEALER NOTIFIED, AND REPLACED FAULTY BATTERY ON TWO OCCASIONS, AND PROBLEM REOCCURRED. ALSO, AND PROBLEM ENGINE HESITATION. DEALER NOTIFIED. FEEL FREE TO PROVIDE FURTHER DETAILS. *AK

CONTINUE ON BACK IF NEEDED

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.

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

Small

* 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)

Attached tax records from AAA and receipts from
shortly after purchase enclosed.

☆ U.S.G.P.O.: 1982-623-877 / 80295

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590



July 11, 2000

New Motor Vehicle Board
1507 21st Street, Suite 330
Sacramento, CA 95814

Dear Sir/Madam:

I recently contacted the 1-800 for Kia Motors in order to settle a dispute that's been going on for the past three years. First with the Dealership, which I got no where with, then discussing the problem with lawyers who've either said it was too late because I had signed two agreements which are attached, or that because its past warranty 36,000 miles, that its too late. Well I've been trying since I got this lemon of a car to get this reported.

I made an attempt to talk to the General Manager a few months ago, but he cut me off when I was trying to tell him my repeated car problems by saying to get my problems handled in the Service Department, then he'll talk to me about what can be done. Small claims I tried to file sometime ago; but that returned saying I had to file somewhere else. Also talked to the Salesman shortly after leasing the car but he said it would cost me more to get another car. I paid quite a bit of money (\$5,000), and for a lengthy period of time.

I discussed with a person at Kia Manufacturer (Ms. Beale), but got nowhere with her. She said the same thing, to try getting my car fixed with the Service Department and that she would pass on my paperwork which I sent her, to the General Manager at Almaden Mazda Kia in San Jose. I stated that the car had been in since shortly after I leased the car several times in the past three years. She said she didn't want to know about what happened three years ago. I've kept saying it should matter. It's either the Kia battery, which dies each year, or the motor, which leaks, etc..., or the creeking towards the back of the car.

How many other places do I have to make an attempt to file this problem with my car and the shifty deal I got? Should a person who's a first time buyer have to go through this?

There weren't any other lease options given to me, or informed to me. Also found out too late that the dealerships are unregulated. I think this is sad. I'm just the little guy who would like an honest dealership and a good running car that won't conk out on me so that I have to keep taking off work to get it fixed.

Bottom line is I'm claiming fraud and lemon car was given to me. All the times I've tried to report this car are attached. Small Claims (who said, when I called "NO ONE WILL BELIEVE YOU!", a lawyer in Palo Alto, said "It's too late, you've already signed both agreements, try Small Claims.", and my latest door closing in my face was a San Francisco lawyer, which a 7 On Your Side person who answered the phone, told me to call this lawyer, because their station gets a lot of calls about lemon cars, and that I should have consulted with a mechanic instead of the dealership's mechanics about my car problems, and lastly the Better Business Bureau, which said my warranty past 36,000 miles didn't allow me to file with the San Jose office so I would have to file with the BBB line for Consumer Affairs. This has a lot of lines and causes me to call to a lot of places in order to know how to file.

Shouldn't this only take one person to listen, or do people not care anymore. It sure seems that way to me. My lease has even changed to Kia Financial, which you'll notice on one of my lease bills. No longer Primus handling lease payments, but same address, but the manufacturer's name (Kia), said was not their responsibility for disputes like mine. So Kia name, but no responsibility???

Guess I better cut this short. This story has been continuing for far too long. I want a better deal, preferably with an honest dealership and better car. The Kia manufacturer is obviously not going to help me. They're getting my near \$5,000.00. Maybe CNN would like a copy of this story, or some other television station.

I would like this problem solved as soon as possible. I've been dragged through the mud enough times and the story is getting old.

In addition, the person who called me (Pam Beale - at Kia Motors), didn't at first have my paperwork, she claims, or my number, which I had indicated in my May letter. She finally got a hold of it from the message she left, I believe her name is Pam Beale. My number is (408) 272-9407 if anyone cares.

Sincerely,



cc: Office of the Attorney's Office
National Highway Traffic Safety Administration
Consumers for Auto Reliability and Safety (CARS)
State Department of Insurance

P.S. I've finally received copies of the tow records from AAA regarding the Kia dead batteries, which you'll find enclosed last pages.

RECEIVED
MAY 31 2000



May 5, 2000

Kia Motors America
Attention: Customer Rela
P.O. Box 52410
Irvine, CA 92619-2410

Re: Sephia Kia Problems

Dear Sir or Madam:

I had recently contacted
resolve a repeated problem I've been having, both with
Almaden Mazda Kia Dealership, as well as car problems with
the Sephia Kia I leased back in May 1997.

During the first year I not only had been lied to by the
Finance Manager when first leasing the car, but also told
not to bother the Salesman who had worked with me to get a
deal. It was understood that I had no credit but have a
steady job with reasonable income.

Unfortunately I was taken advantage of because of my being
a first time buyer, being young, and also a woman not
knowing how much to put down as a down payment. There are
two lease agreements, both for 60 months (5 years). The
first said that I put down \$6,000, which was a lie that the
Finance Manager, Mark Desmond, typed in. This whole deal
was processed and finished by close to 11:00 pm May 21st,
1997. However, it was noticed that there was no radio,
which had to be coded in another day, and no floor mats, to
start. The salesman said to call the next day to get this
done. I went in to finish paper work then drove home May
21st, 1997.

STAMPED BY

Better Business Bu
2100 FOREST AVE

(RAY)

RECEIVED THIS LETTER
& ATTACHMENTS

Early the next day I went out to get something from the car and noticed a key scratch on the rear passenger side. I wondered how this could happen, considering the neighborhood at my girlfriend's house was not known for doing this. Also, considering no one else in the block who has expensive cars got key scratches. Well I immediately called the dealership and spoke to the Finance Manager, Mark Desmond. He said he would schedule me in to get this fixed as well as the other things needed for the car. I got a strange call the same day from a woman who was asking background questions which I had answered at the dealership already. In addition, she asked me how much did I pay for the car and what amount was on the agreement. So I told her exactly what I had from the first agreement. There seemed to be a problem from the beginning with this car. It's now my understanding that Dealerships are unregulated.

Anyway, a couple of days later there were messages from the salesman first, then also someone I don't know left a message saying that my loan had been approved and that I was to come down to sign some papers, (you'll notice a small slip of paper with several names written on it). I had immediately after work gone down to the dealership and didn't see the salesman who sold me the car, but the Finance Manager, Mark Desmond instead. He told me the amount I put down was against the law and said there was money, which had to be returned to me. My not knowing what was the law said ok and signed a different agreement, which would have a little over \$400 returned back. That seemed a little weird but I went ahead anyway. I was also told by the Finance Manager not to bother the salesman with any questions or what was needed for the car, such as the floor mats, radio, or about the agreement. I had asked why and Mr. Desmond said he was the one I should ask. He proceeded to tell me there usually aren't floor mats in cars and that he didn't have any with his first car. Considering my being a first time buyer this sounded kind of mean. Anyway, he said he didn't have this \$400 and some odd amount at the time of the second agreement but would send it. Again mentioned not bothering the salesman. Neither agreement was signed by the Finance Manager, but an initialed form was. Only my signature is on both Lease Agreements.

The next day I got in contact with the salesman who got me the deal and he said he sent me a letter thanking me and mentioned if I ever needed help to contact him. He said he would get everything done, both the things needed inside the car and the amount due back from the Finance Manager. Which, days later I did. However, I noticed the date the car was fixed was not the correct date, with regards to the scratch and mats put in the car. It wasn't the next day, May 22, 1997. Not sure what the dealership is doing.

However, the car had to be fixed because of a creaking I had heard in the back of the car. This problem happened again a few months ago and was mentioned on CNN, as a recall for a leak on 97' Kia cars. The car has been repeated in the shop for either break problems, which I went to AAA car care service for, and at the dealership for leaks, bad batteries two years in a row (which meant my car was toed away), check engine a few months ago, and gas tank door haven't been able to close twice (which has been fixed, but has gotten stuck again), and the front license plate had two screws only on the top so the Kia plate didn't last.

My final step is to let Better Business Bureau know and attach copies of receipts given by the dealership and Primus sending notices needing notice of renewal from my insurance carrier. I've had to contact AAA in order for them to send information to Primus, who were the first Leasing Company I was sending my payments to. This is making me feel hounded. Now I have a notice saying I am to notify Kia Corporation as to whether I want to buy the remaining amount for the car, otherwise the car has to be returned. (I'll attach a copy of that too, as well as a carbon copy for \$5,000 paid.) 60 months is what the agreement said.

I was fortunate enough to be able to handle \$217.93 for nearly 3 years now. However, that was not the agreed upon amount I originally was supposed to pay. As you will notice from the attached agreement.

Something should be done about the lies this Dealership tells new buyers like myself, who are willing to pay a substantial amount for a decent car, which I didn't obviously get. I don't deserve to be lied and rude too.

The car is literally falling apart, and I had repeatedly asked the first year for another car, but was told it would cost me more. In addition, I was sent touch up paint. I could go on about what isn't right with this deal but it would take pages.

The 1-800 Kia number has told me to give my telephone number to you. The letter I got the first year with free oil change said the 1-800 KIA number was the number for Consumer affairs for KIA.

Lastly, attached is my most recent problem concerning an oil leak next to the engine, which AAA had noticed after I got an oil change in April of this year. I've also had my car towed through AAA again this year twice. There's only so many times before I get charged. There's just too many times I'm having to shell out money.

Here's my home number (408) 272-9407. I'm very concerned and disappointed.

Sincerely,



Bcc: Better Business Bureau
7 On Your Side

P.S. I did try getting in touch with Small Claims and had sent forms, but unfortunately they returned saying I needed to file somewhere else and there wasn't enough information. Where, I wouldn't know? When I had filled out the forms I was living in Santa Clara. There was an attempt to contact Small Claims office but the lady I spoke to said no one would believe my story. That was discouraging, as well as the lawyer I went to within the first year, saying it was too late for me to try returning the car because I had signed a second agreement with only my signature, no representative signature, at the bottom of both agreements. Is there such a thing as a bait-and-switch? If so, I've obviously been had. I've already put too much down for a down payment. My car is now, literally jerking as it did, when 'Check Engine' occurred last year.

I had made an attempt to contact 7 On Your Side but the person who answered the phone said that Lemon Law Cars were not handled by Channel 7. However, in this case there's more to this story. I've been stuck with a problem car and overcharged.

Just recently I've gotten a Registration bill that is to be sent to Primus Automotive??? It was my understanding that all my Lease bills were to now go to Kia Corporation. That's confusing.

Finally, my car was put in the shop once more on May 12th, and was finished May 18, 2000, because of Transmission leak, head gasket leaks oil, oil in the coolant, engine fails block test.

There will be a copy of this letter sent to Better Business Bureau through the Internet, in addition to sending this letter via regular mail.

1-800-945-8000

Motor Vehicle Lease Agreement

Lease Date May 21 1997


Lessee (and Co-Lessee) — Name and Address (including COUNTY)

Lessor — Name and Address

ALMADEN MAZDA
920 W CAPITOL EXPRESSWAY
SAN JOSE CA 95136

"PRIMUS" is PRIMUS Automotive Financial Services, Inc. The MAZDA AMERICAN CREDIT and its assigns.

New/Used/Demo	Mileage at Delivery	Year/Make/Model	GVW # Truck (lbs)	Vehicle ID Number	Vehicle Use
NEW	39	97 KIA SERPICA		KNABF1245V5277003	

By signing on the back, You (Lessee and Co-Lessee) agree to lease this Vehicle according to the terms on the front and back of this Lease.

1. LEASE INFORMATION

(a) CAPITALIZED COST	\$ 14650.00
(b) CAPITALIZED COST	
REDUCTIONS (2a)+(2b)+(2c)	- \$ 4903.56
(c) NET CAPITALIZED COST	= \$ 9746.44
(d) LEASE END RESIDUAL VALUE	- \$ 3941.65
(e) LEASE DEPRECIATION	= \$ 5804.79
(f) LEASE CHARGES	+ \$ 3778.41
(g) TOTAL OF BASE MONTHLY PAYMENTS	= \$ 9583.20
(h) LEASE TERM	+ 60 MONTHS
(i) BASE MONTHLY PAYMENT (See Item 3a)	= \$ 159.72

2. PAYMENTS DUE AT LEASE SIGNING

(a) Cash	\$ 4903.56
(b) Net Trade-In Allowance	\$ None
(c) Rebates	\$ None
(d) Security Deposit (Refundable)	\$ 200.00
(e) First Monthly Payment	\$ 172.90
(f) Registration Fees	\$ 419.00
(g) Certificate of Title Fee	\$ None
(h) TAX ON CAP REDUCT.	\$ 404.54
(i)	\$ None
(j)	\$ None
(k)	\$ None
(l)	\$ None
TOTAL PAYMENT DUE AT LEASE SIGNING	\$ 6001.00

PAYMENT INFORMATION

3. TOTAL MONTHLY PAYMENT

(a) Base Monthly Payment (1i)	\$ 159.72
(b) Use or Lease Tax	\$ 13.18
(c)	\$ None
(d)	\$ None
TOTAL MONTHLY PAYMENT	\$ 172.90

4. TOTAL OF MONTHLY PAYMENTS

((3) multiplied by (1h)) \$ 10375.20

5. PAYMENT SCHEDULE You agree to pay 60 payments of \$ 172.90. The first payment is due on the date of this Lease. The rest of the payments are due on the first day of each month during the term of this Lease, starting with the month of Jun, 1997.

6. LATE CHARGE

You will pay a late charge on each payment that is not received within 10 days after it is due. The charge is 5% of the full amount of the scheduled payment or \$10.00, whichever is less.

7. FEES AND TAXES

\$ 3700.00

This is the total estimated amount You are to pay during the term of this Lease for official fees, registration, certificate of title, license fees and taxes.

Current Year Tax or Fees: \$ 319.00

This is the amount paid or to be paid for the current year vehicle tax or license fees.

8. EXCESS MILEAGE CHARGE

At the scheduled end of this Lease, You must pay to Lessor 15 cents per mile for each mile in excess of 60000 miles shown on the odometer.

Extra Mileage Option Credit At the scheduled end of this Lease, You may receive a credit of None cents per unused mile for the number of unused miles between None and None miles less any amounts You owe under this Lease. You will not receive a credit if the Vehicle is destroyed, if You early terminate, exercise any purchase option, are in default, or the credit is less than \$1.00.

9. LEASE END PURCHASE OPTION PRICE

\$ 3941.65 plus official fees, taxes and other charges (including repair costs) required by law. You have the option to purchase the Vehicle from Lessor in cash for the Lease End Purchase Option Price at the end of this Lease. You do not have the option to purchase upon default or early termination.

PRIMUS ADVANTAGE LEASE

10. WARRANTY

The Vehicle is covered by any warranty, extended warranty or service contract indicated below:

☒ Standard new vehicle warranty provided by the manufacturer or distributor of the Vehicle.

☐

EXCEPT AS EXPRESSLY PROVIDED UNDER THIS LEASE, THE LESSOR MAKES NO PROMISE AS TO THE MERCHANTABILITY, SUITABILITY OR FITNESS FOR PURPOSE OF THE VEHICLE.

This means that there is no promise that the Vehicle will be fit for use for any particular purpose or even that it will be fit for the normal purpose for which a vehicle is used.

Description of Trade-In:

See Item 2b.

Year/Make/Model:

11. LESSOR SERVICES

See Item 12.

9. TOTAL MONTHLY PAYMENT

4. TOTAL OF MONTHLY PAYMENTS

(13) multiplied by (1b): \$10374.00

5. **PAYMENT SCHEDULE.** You agree to pay 60 payments of \$ 172.90. The first payment is due on the date of this Lease. The rest of the payments are due on the 21st day of each month during the term of this Lease, starting with the month of Jan, 1992.

You will pay a late charge on each payment that is not received within 10 days after it is due. The charge is 5% of the full amount of the scheduled payment or \$ 10.00, whichever is less.

Description of Trade-In:
See Item 2b.

Year/Make/Model

PRIMUS ADVANTAGE LEASE

10. WARRANTY

The Vehicle is covered by any warranty, extended warranty or service contract indicated below:

☐ Standard new vehicle warranty provided by the manufacturer or distributor of the Vehicle.

EXCEPT AS EXPRESSLY PROVIDED UNDER THIS LEASE, LESSOR MAKES NO PROMISE AS TO THE MERCHANTABILITY, ABILITY OR FITNESS FOR PURPOSE OF THE VEHICLE. This means that there is no promise that the Vehicle will be fit for any particular purpose, or even that it will be fit for the normal purpose which a vehicle is used.

11. LESSON SERVICES

Sau item 12

Modification: This Lease sets forth all of the agreements of Lessor and You for the
in writing and signed by You and PRIMUS.

18308 ~~SECRET~~ ~~CONFIDENTIAL~~

By: _____

Co-Lessee: _____ By: _____ Title: _____

Notice To Lessee: (1) Do not sign this Lease before You read it or if it contains any blank space to be filled in; (2) You are entitled to a complete filled-in copy of this agreement; (3) If You default in the performance of Your obligations under this agreement, the Vehicle is subject to full and liability for the unpaid indebtedness evidenced by this agreement.

[illegible]

5/s _____ Co-Lessee _____
 5/s _____ Lessee _____
 California law does not provide for a "cooling-off" or other cancellation period for vehicle leases. Therefore, You cannot later cancel this Lease simply because You do not like the vehicle, the vehicle costs too much, or wish You had acquired a different vehicle. You may only cancel this Lease if You are dissatisfied with the vehicle for reasons of quality or condition, such as fraud or misrepresentation.

NOTICE: You state that You have been given a filled-in assignment of this Lease by the Lessor to Hold

LESSON: MELISSA A. ARPS Title: _____

Co-lessee: _____ Title: _____

Lessor. — STEFAN MAZIA

NOTICE: SEE OTHER SIDE FOR IMPORTANT INFORMATION

PARS 19032 AUG 85
Previous editions may NOT be used.

LESSEE

OPTIONAL INFORMATION

22. ASSIGNMENT AND ADMINISTRATION When You and Lessor sign this Lease, Lessor will assign it to Holder, PRIMUS, or a substitute, will administer this Lease. You must then pay all amounts due under this Lease to PRIMUS.

If PRIMUS is not the Holder of this Lease, Holder has appointed PRIMUS as its agent. As agent for Holder, PRIMUS has the power to act on Holder's behalf to administer, enforce, and defend this Lease. If Lessor has agreed to repair or maintain the Vehicle, obtain any insurance or perform any other service, You will look only to the Lessor for these services.

23. TAXES You will promptly pay all fees, charges, and taxes relating to the Lease or Vehicle (except for Lessor's or Holder's income taxes). You will pay these amounts even if they are assessed after lease end.

24. TITLING The Vehicle will be titled in the name of Holder. You will register the Vehicle as directed by PRIMUS. You will pay all license, title and registration costs.

25. INDEMNITY You will indemnify and hold harmless Lessor, PRIMUS and Holder and their assigns from any loss or damage to the Vehicle and its contents and from all claims, losses, injuries, expenses and costs related to the use, maintenance, or condition of the Vehicle. You will promptly pay all fines and tickets imposed on the Vehicle or its driver. If You do not pay, You will reimburse PRIMUS and pay a \$ 20 administration fee, unless prohibited by law, for every such fine, ticket, or penalty that must be paid on Your behalf.

26. SECURITY DEPOSIT Your security deposit may be used by PRIMUS to pay all amounts that You fail to pay under this Lease. You will not earn interest on your security deposit.

27. GENERAL The law that will apply to this Lease is the law of the state where the Lessor's place of business is, as set forth on the front of the Lease. If that law does not allow any of the agreements in this Lease, the ones that are not allowed will be void. The rest of this Lease will still be good.

You state that You have been given a filled-in copy of this Lease at the time You sign it and notice of an assignment of this Lease by the Lessor to Holder.

Lessor

Co-Lessor

1-800-945-8000

California Motor Vehicle Lease Agreement

Lease Date May 23 1997

Lessee (and Co-Lessee) - Name and Address (including COUNTY)

Lease [REDACTED]
 A1 MOORE MAZDA
 2227 CARPENTERS EXPRESSWAY
 SAN JOSE CA 95136

"PRIMUS" is PRIMUS Automotive Financial Services, Inc. The "Holder" is PRIMUS

New/Used/Demo	Mileage at Delivery	Year/Make/Model	GVW if Truck (lbs)	Vehicle ID Number	Vehicle U
NEW	39	97 MAZDA		1997MAZDA1234567890	1997MAZDA

By signing on the back, You (Lessee and Co-Lessee) agree to lease this Vehicle according to the terms on the front and back of this Lease.

1. LEASE INFORMATION

(a) CAPITALIZED COST \$ 13575.20
 (b) CAPITALIZED COST
 REDUCTIONS (2a)+(2b)+(2c) - \$ 3493.40
 (c) NET CAPITALIZED COST = \$ 10081.80
 (d) LEASE END RESIDUAL VALUE - \$ 3941.65
 (e) LEASE DEPRECIATION = \$ 6545.35
 (f) LEASE CHARGES + \$ 5538.85
 (g) TOTAL OF BASE MONTHLY PAYMENTS = \$ 12079.20
 (h) LEASE TERM = 60 MONTHS
 (i) BASE MONTHLY PAYMENT (See Item 3a) = \$ 201.32

2. PAYMENTS DUE AT LEASE SIGNING

(a) Cash \$ 2493.00
 (b) Net Trade-In Allowance \$ None
 (c) Rebates \$ None
 (d) Security Deposit (Refundable) \$ 250.00
 (e) First Monthly Payment \$ 217.93
 (f) Registration Fees \$ 307.00
 (g) ~~Other~~
 (h) ~~TAX ON CAR PURCHASE~~ \$ 203.17
 (i) \$ None
 (j) \$ None
 (k) \$ None
 (l) \$ None
TOTAL PAYMENT DUE AT LEASE SIGNING \$ 4556.10

PAYMENT INFORMATION**3. TOTAL MONTHLY PAYMENT**

(a) Base Monthly Payment (1i) \$ 201.32
 (b) Use or Lease Tax \$ 16.61
 (c) \$ None
 (d) \$ None
TOTAL MONTHLY PAYMENT \$ 217.93

4. TOTAL OF MONTHLY PAYMENTS(3) multiplied by (1h) \$ 12079.20

5. PAYMENT SCHEDULE You agree to pay 60 payments of \$ 217.93. The first payment is due on the date of this Lease. The rest of the payments are due on the 21st day of each month during the term of this Lease, starting with the month of July 1997.

6. LATE CHARGE

You will pay a late charge on each payment that is not received within 10 days after it is due. The charge is 5% of the full amount of the scheduled payment or \$10.00, whichever is less.

7. FEES AND TAXES

\$ 2493.00
 This is the total estimated amount You are to pay during the term of this lease for official fees, registration, certificate of title, license fees and

Current Year Tax or Fees: \$ 347.08
 This is the amount paid or to be paid for the current year vehicle license fees.

8. EXCESS MILEAGE CHARGE

At the scheduled end of this Lease, You must pay to Lessor .15 cents per mile for each excess of 75000 miles shown on odometer.

Extra Mileage Option Credit At the scheduled end of this Lease, You receive a credit of None cents per unused mile for the number of unused miles between None and None, less any amounts You owe under this Lease. You will not receive a credit if the Vehicle is destroyed, if You early terminate, exercise any purchase option, are in default, or the credit is less than \$1.00.

9. LEASE END PURCHASE OPTION PRICE

\$ 3941.65 plus official fees, taxes and charges (including registration) required by law. You have the option to purchase the Vehicle from Lessor in cash for the Lease End Purchase Option Price at the end of this Lease. You do not have the right to purchase upon default or early termination.

PRIMUS ADVANTAGE LEASE

10. WARRANTY

The Vehicle is covered by any warranty, extended warranty or contract indicated below:

☒ Standard new vehicle warranty provided by the manufacturer or distributor of the Vehicle

☐

EXCEPT AS EXPRESSLY PROVIDED UNDER THIS LEASE, LESSOR MAKES NO PROMISE AS TO THE MERCHANTABILITY, FITNESS OR FITNESS FOR PURPOSE OF THE VEHICLE. This means that there is no promise that the Vehicle will be fit for any particular purpose or even that it will be fit for the normal purpose for which a vehicle is used.

Description of Trade-In:

11. LESSOR SERVICES

(1) 2000 2000
\$ 2000
TOTAL PAYMENT DUE AT LEASE SIGNING \$ 4556.73

PAYMENT INFORMATION

3. TOTAL MONTHLY PAYMENT

(a) Base Monthly Payment (1) \$ 201.32
(b) Use or Lease Tax \$ 16.40
(c) \$ None
(d) \$ None
TOTAL MONTHLY PAYMENT \$ 217.72

4. TOTAL OF MONTHLY PAYMENTS:

((3) multiplied by (1h)) \$ 13075.83

5. PAYMENT SCHEDULE You agree to pay 60 payments of \$ 217.72. The first payment is due on the date of this Lease. The rest of the payments are due on the 21st day of each month during the term of this Lease, starting with the month of Jun 1997.

6. LATE CHARGE

You will pay a late charge on each payment that is not received within 10 days after it is due. The charge is 5% of the full amount of the scheduled payment or \$10.00, whichever is less.

Description of Trade In: _____
See Item 2b. Year/Make/Model

PRIMUS ADVANTAGE LEASE

10. WARRANTY

The Vehicle is covered by any warranty, extended warranty contract indicated below:

☒ Standard new vehicle warranty provided by manufacturer or distributor of the Vehicle.

☐

EXCEPT AS EXPRESSLY PROVIDED UNDER THIS LEASE, LESSOR MAKES NO PROMISE AS TO THE MERCHANTABILITY OR FITNESS FOR PURPOSE OF THE VEHICLE. This means that there is no promise that the Vehicle will be fit for any particular purpose or even that it will be fit for the normal use which a vehicle is used.

11. LESSOR SERVICES

See Item 12.

SIGNATURES AND IMPORTANT NOTICES

Modification: This Lease sets forth all of the agreements of Lessor and You for the lease of the Vehicle. There is no other agreement. Any change in this Lease in writing and signed by You and PRIMUS.

Lessor: MELISSA E AMES By: [Signature] Title: _____

Co-Lessee: _____ By: _____ Title: _____

Notice To Lessee: (1) Do not sign this Lease before You read it or if it contains any blank space to be filled in; (2) You are entitled to a filled-in copy of this agreement; (3) If You default in the performance of Your obligations under this agreement, the Lessor shall be entitled to sue and liability for the unpaid indebtedness evidenced by this agreement.

Warning: A charge is included in this agreement for public liability or property damage insurance, payment for such coverage provided by this agreement.

You have the right to return the Vehicle, and receive a refund of any payments made if the credit application is not approved, unless not results _____ information provided by the Lessee.

California law does not provide for a "cooling-off" or other cancellation period for vehicle leases. Therefore, You cannot later cancel this simply because You change Your mind, decide the Vehicle costs too much, or wish You had acquired a different vehicle. You may only this Lease with the agreement of the Lessor or for legal cause, such as fraud.

NOTICE: You state that You have been given a filled-in copy of this Lease at the time You sign it and notice assignment of this Lease by the Lessor to Holder.

Lessor: MELISSA E AMES By: [Signature] Title: _____

Co-Lessee: _____ By: _____ Title: _____
Lessor accepts this Lease and assigns it to Holder under the terms of the agreements between Lessor and Holder. WCR

Lessee: ARMANDO BLAZER By: _____ Title: FINANCER

120

Check Here If Tax Deductible Item



945118
10/9/00

May 21, 1997

Almaden Mazda
Five thousand + 00/100

5000.00

Other
Balance

MELISSA AMP3

427 Not a driver
SAN JOSE, CA 95122

Car lease

012210114910120 0435 214762P

NOT NEGOTIABLE

ALMADEN MAZDA-KIA

VEHICLE DELIVERY INFORMATION

It is our desire that there be no misunderstanding regarding any part of your car purchase. As a benefit to you and to us, please answer the following questions. Please do not complete delivery until you are certain that all phases of this transaction are understood.

Please Initial

I have purchased/leased a ☒ New ☐ Used ☐ Demonstrator, Year 1987
Make Via Model Expo Mileage 39

I have received and read an exact copy of the following items which were filled out in full and signed by me and where applicable, signed by a representative of Almaden Mazda-Kia:

- Conditional Sales Contract/Purchase Order
- Lease Contract
- Agreement to Furnish Insurance
- Credit Application

I understand that I have purchased this vehicle with the *Extended Service Contract*, which has been explained to me.

USED CARS: I understand fully that I have purchased this vehicle "AS IS". The risk as to the quality or performance of the vehicle is on the buyer. If the vehicle proves defective following purchase, the buyer, and not the dealer, must assume the cost of any and all necessary servicing or repairs, unless covered by remaining factory warranty or by the Almaden Mazda-Kia 1,000 mile-30 Day Warranty. Furthermore, I understand that I will be unable to purchase the Vehicle Service Contract after the date of the purchase.

5. Nothing has been promised to me that is not written on my Contract, Purchase Order or the Get-Ready. Buyer promises to provide free and clear title to trade-in (if applicable), within five (5) working days. If clear trade documentation can not be provided, the buyer will give trade dollar amount in lieu of trade to Almaden Mazda-Kia.

6. If Almaden Mazda-Kia secures financing, I understand and agree to furnish Almaden Mazda-Kia with any and all documents necessary to secure my financing within two (2) days of request. These documents may be proof of employment, income verification and/or any document to support my credit application.

7. OPTION CONTRACT or ONE PAY CONTRACT: IF PURCHASE PRICE IN FULL IS NOT RECEIVED BY (DUE DATE) ALMADEN MAZDA-KIA WILL PLACE THE CONTRACT WITH A LENDER OF OUR CHOICE.

8. I understand that I am fully responsible for any higher payoff on my trade-in than noted on the contract.

9. I understand that Almaden Mazda-Kia does not provide loan cars, but does have a courtesy shuttle. Rental cars are available at special rates when my car is brought in to the Service Department for repair or maintenance. The extended service plan offered to me may have a rental car provision.

10. For Service Appointments, please call our Service Department at 408 448-2277 if possible. Calling them directly allows us to serve you better.

11. What brought you to Almaden Mazda-Kia? ☐ Classified Newspaper ☐ Display Newspaper
☐ Factory Ad ☐ TV ☐ 1-800 Bar None ☐ Driving By ☐ Capitol Exprwy. Dealers
☐ Referral ☐ Other _____

12. Did you ask for a salesperson by name when you came into the dealership? ☐ yes ☐ no.

If so, please name the salesperson. _____

Customer Signature

Almaden Mazda-Kia Representative

ODOMETER DISCLOSURE STATEMENT

LICENSE PLATE NO.

VEHICLE ID NO.

ENGINE NO. (MOTORCYCLES ONLY)

MAKE

BODY TYPE

YEAR

MODEL

DATE OF SALE

TRANSFEROR'S NAME

CTA

SD

97

SEPTEA

MAY 21 1997

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads (no tenths) miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING—Odometer Discrepancy ☐ Odometer reading is not the actual mileage ☐ Mileage exceeds the odometer mechanical limits

TRANSFEROR/SELLER TRUE NAME(S) (PLEASE PRINT)

TRANSFEREE/BUYER TRUE NAME(S) (PLEASE PRINT)

(1) ADDRESS

(1) ADDRESS

CITY

STATE

DATE

DAYTIME PHONE NO.

DATE

ZIP

STATE

DATE

DAYTIME PHONE NO.

DATE

CITY

STATE

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

TRANSFEROR/SELLER SIGNATURE(S)

DATE

TRANSFEREE/BUYER SIGNATURE(S)

DATE

(1) X

MAY 21 1997

(1) X

MAY 21 1997

(2) X

HAND PRINTED NAME OF TRANSFEROR OR AGENT SIGNING FOR A COMPANY

HAND PRINTED NAME OF TRANSFEREE OR AGENT SIGNING FOR A COMPANY

ORIGINAL—DMV with application

COPY 1—Buyer

COPY 2—Seller

522 Greke
Nick Jernin
tonight



~~Post~~ - Small (sic) Sied
Wednesday - 7:30am
(Shuttle) 5pm pickup
Sarn

KIA
Extra Mile Care

P.O. Box 92917
Milwaukee, WI 53202-0917



95123
5138

MB Came with
touch up paint.



24 HOURS
EMERGENCY ASSISTANCE

SEEK HELP
1-800-333-0081
*100 TO 100 IN PA



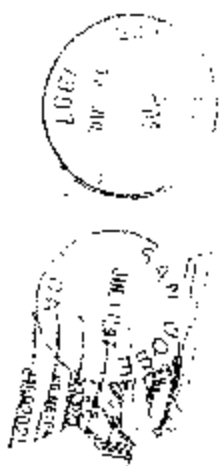
KIA Motors America, Inc.
EMERGENCY KEY

NATIONAL TOLL-FREE ASSISTANCE NUMBER
1-800-333-4KIA
KIMF81245V5277098-1941181

Almaden Mazda

SAN JOSE, CA 95136

Thomomys talpae



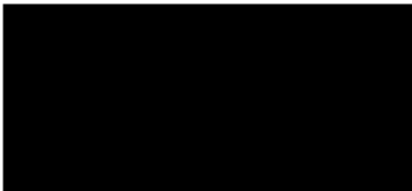
Kevan Del Grande's

★ ★ ★ ★ ★ SAN JOSE'S FIVE-STAR QUALITY SERVICE

Almaden Mazda/KIA

Capitol Expressway Auto Mall

May 22, 1997

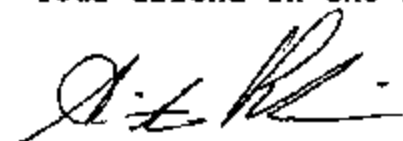


It has been a pleasure helping you with the purchase of your 1997 KIA SEPHIA. It is my goal to treat every customer well, both before and after the sale, and I want to do all that I can to ensure your total satisfaction.

You are very important to me, so if you have any questions, please feel free to call me at any time at (408) 723-8800. In the future, if you or your family, or friends need a new or used vehicle, please call on me or drop by for a visit.

Once again, thank you for your business, and welcome to the Almaden Mazda family!

Your friend in the Car Business,



Gitea Perkins
Sales Representative
ALMADEN MAZDA

CHECK
CONTROL NO. 41753

ISSUED BY: SM

ALMAZEN MAZDA KIA
220 West Capitol Expressway Auto Mall
San Jose, CA 95136

PAGE 1

INVOICE STOCK NO.	INVOICE DATE	PURCHASE ORDER NO.	COMMENT/V.I.N.	AMOUNT	DISCOUNT/ ACCOUNT NO.	NET AMOUNT
	071097		RETURN DIFFERENCE ON DMV			4.00
				41753	10030	-4.00
				593	20100	4.00
				TOTAL	10030	4.00

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

CHECK
CONTROL NO 41065

ISSUED BY: DB

ALMADEN MAZDA KIA
920 West Capitol Expressway Auto Mar.
San Jose, CA 95136

PAGE 1

INVOICE STOCK NO.	INVOICE DATE	PURCHASE ORDER NO.	COMMENT/V.I.N.	AMOUNT	DISCOUNT ACCOUNT NO.	NET AMOUNT
	060397		REFUND OVER PYMT ON NO 593 KIA FILE #405327	41065 593	10030 11100	443.90 -443.90 443.90
				TOTAL	10030	443.90

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

THE BACK OF THIS CHECK CONTAINS AN ARTIFICIAL WATERMARK - HOLD AT AN ANGLE TO VIEW

Kia's Del Grande's

Almaden Mazda KIA

920 West Capitol Expressway Auto Mar. San Jose, CA 95136 14081 723-8900

SANTA CLARA VALLEY
CONSUMER LOAN CENTER 1399
BANK OF AMERICA, N.T. & S.A.
101 PARK CENTER PLAZA
SAN JOSE, CA 95115

041065

41065

DATE
03JUN97

PAY THIS AMOUNT			
*****443	DOLLARS	90	CENTS

AMOUNT OF CHECK
*****11100

593

TO
THE
ORDER
OF

MELISSA A AMPS
427 MAT AVE
SAN JOSE, CA 95138



MUNICIPAL COURT OF CALIFORNIA, SANTA CLARA COUNTY JUDICIAL DISTRICT, SMALL CLAIMS DIVISION

SMALL CLAIMS CASE NO. _____

— NOTICE TO DEFENDANT —
YOU ARE BEING SUED BY PLAINTIFF

To protect your rights, you must appear in this court on the trial date shown in the table below. You may lose the case if you do not appear. The court may award the plaintiff the amount of the claim and the costs. Your wages, money, and property may be taken without further warning from the court.

— AVISO AL DEMANDADO —
A USTED LO ESTAN DEMANDANDO

Para proteger sus derechos, usted debe presentarse ante el corte en la fecha del juicio indicada en el cuadro que aparece a continuación. Si no se presenta, puede perder el caso. La corte puede decidir en favor del demandante por la cantidad reclamada y los costos. A usted le pueden quitar su dinero, su dinero y otras cosas de su propiedad, sin aviso por parte de esta corte.

Almaden Mazda KIA
920 West Capitol Expy Apt
Fresno, CA 93736
(408) 723-8800
Mark Desmond - Finance

Telephone No. _____

Fict. Bus. Name Stmt. No. _____

Expires: _____

Telephone No. _____

See attached sheet for additional plaintiffs and defendants.

PLAINTIFF'S CLAIM

1. a. ☐ Defendant owes me the sum of \$4,000.00, including court costs, because (describe claim and date).
Original contract had different amount for down payment. Second contract back dated to same date as first. I want ownership of real cost for car.
- b. ☐ I have had an arbitration of an attorney-client fee dispute. (Attach form Attorney-Client Fee Dispute Attachment)
2. ☐ This claim is against a government agency, and I filed a claim with the agency. My claim was denied by the agency, or the agency did not act on my claim before the legal deadline. (See form SC-150)
3. a. ☐ I have asked defendant to pay this money, but it has not been paid.
- b. ☒ I have NOT asked defendant to pay this money because (explain). *I've asked Salomon for original contract.*
4. This court is the proper court for the trial because ☒ *E-1* (In the box at the left, insert one of the letters from the list called "Venue Table" on the back of this sheet. If you select D, E, or F, specify additional facts in this space). *First time car was lower in price and Finance Manager put it in different price on lease agreement then had someone else call to tell me a lawsuit was filed.*
5. ☐ I have ☒ have not filed more than one other small claims action anywhere in California during this calendar year, which the amount demanded is more than \$2,500.
6. ☐ I have ☒ have not filed more than 12 small claims, including this claim, during the previous 12 months.
7. I understand that:
 - a. I may talk to an attorney about this claim, but I cannot be represented by an attorney at the trial in the small claims court.
 - b. I must appear at the time and place of trial and bring all witnesses, books, receipts, and other papers or things to prove my case.
 - c. I have no right of appeal on my claim, but I may appeal a claim filed by the defendant in this case.
 - d. If I cannot afford to pay the fees for filing or service by a sheriff, marshal, or constable, I may ask that the fees be waived.
8. I have received and read the information sheet explaining some important rights of plaintiffs in the small claims court.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.
Date: *September 15, 1997* *October 9, 1997*

ORDER TO DEFENDANT

You must appear in this court on the trial date and at the time LAST SHOWN IN THE BOX BELOW if you do not agree with plaintiff's claim. Bring all witnesses, books, receipts, and other papers or things with you to support your case.

TRIAL DATE	DATE	DAY	TIME	PLACE	COURT USE
FECHA DEL JUICIO	1.				
	2.				
	3.				

Filed on (date): _____

Clerk, by: _____

Deputy: _____

— The county provides small claims advisor services free of charge. Read the information on the reverse. —

**MUNICIPAL COURT OF CALIFORNIA
SANTA CLARA COUNTY JUDICIAL DISTRICT
SMALL CLAIMS DIVISION**

☐ Santa Clara Annex
1675 Lincoln, Santa Clara, CA 95050
(408) 246-0510

☐ Palo Alto Facility
270 Grant Ave., Palo Alto, CA 94306
(415) 324-0931

☐ Los Gatos Facility
14205 Capri Dr., Los Gatos, CA 95030
(408) 866-8931

☐ Gilroy Facility
7350 Rosanna St., Gilroy, CA 95020
(408) 842-6299

☒ Sunnyvale Facility
605 W. El Camino, Sunnyvale, CA 94087
(408) 739-1502

DATE: 10-16-97

Your claim is being returned for the following reasons:

- ☐ No Declaration re Fictitious Business Name attached.
- ☐ Declaration and Money do not match.
- ☐ Fees for certified mail not enclosed.
- ☐ Improper filing by leaving off proper person for service.
- ☐ Claim of plaintiff and order not enclosed (should be typed).
- ☐ Claim of plaintiff and order not signed.
- ☐ Please enclose a stamped self-addressed envelope for future filings.
- ☐ All Corporate Representatives need a Corporate Resolution on file.

☒ No check enclosed. ☐ Check amount incorrect. Correct amount \$ 15⁰⁰

☒ Other Please complete white form. Reviewing your paperwork - nothing appears to have happened in Sunnyvale, you probably need to file in Los Gatos. Review your instructions

FOR YOUR INFORMATION

- a) If you are suing an individual, give his/her full name and address.
- b) If you are suing a business firm, give the firm name and the name of the owner.
- c) If you are suing a partnership, you must name the partners.
- d) If you are suing a corporation, give its full name, and the name of the director of said corporation.
- e) If your suit arises out of an automobile accident, you must name the driver and registered owner.

If your claim is against a corporation, you must furnish the Sheriff or other server with the name and address of an officer or authorized agent of the corporation. If you do not know this information, you may obtain it from either the corporation itself, the County Clerk, or the Secretary of State, Capitol Building, Sacramento, 95814, 916/445-2900.

If you need additional assistance please call:

SMALL CLAIMS ADVISOR
DEPT. OF CONSUMER AFFAIRS
(408) ~~299-4216~~
792-2881

Thnx
[Signature]
Deputy Court Clerk

GET-READY

Stock No. _____ 593

Buyer _____ May 1, 1991
Address _____
Model _____
Color _____
VIN _____
Key No. _____

ADD

REPAIR SCRATCH ON PASSENGER SIDE

FRONT DOOR AND REAR PANEL

ADD; Floor Mats

REMOVE

Date and Time Due _____

Approved by _____

Remarks _____

Ready _____

Service Manager _____

0.34 0.33 0.36

Kavan Bar Grande's ★★★★★

ALMAZEN MAZDA KI

920 Capito Expressway AUTO MNL, San Jose, CA 95136

Service Direct (408) 448-2277

(408) 723-8800 • (800) 454-5100 • Fax (408) 723-0810

SERVICE ADVISOR:

015 831 EL 57 FPH/FO B

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAX
0017	87	F14 380HLS	4J2AB14560277425	0000	0000	0000
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PG NO.	PAYMENT	INV. DATE
01 MAY 97			06 DEC 97	0000		
R.O. OPENED	READY	OPTIONS	01 MAY 97			
04 JUN 97 08100						

LINE	CP CODE	TECH TYPE	DESCRIPTION/INSTRUCTIONS
# 4	SL93	INC	REPAIR SCRATCHES TO RF FENDER, RF DOOR AND RF 1/4 PANEL AS PER DET BOARD, SUBMIT TO ZONE.

2 518 THE INSTALL FLOOR MATS AS PER GET READY.

Preliminary Estimate : 20,00

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

[illegible]HAZARDOUS WASTE
DISPOSAL FEE: \$6.00

\$ amt

IS INCLUDED IN
PRELIMINARY ESTIMATE OF

4

AUTHORIZED BY:

X
CASH

copy

ALL PARTS REMOVED WILL BE DISCARDED UNLESS REQUESTED PRIOR TO BEGINNING WORK.
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. I REQUEST THAT PARTS BE SAVED.

☐ SAVE PARTS X

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			SSN	REVISED TOTAL
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			SSN	REVISED TOTAL
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			SSN	REVISED TOTAL

FAIR & 1060102 FB44 C6D991443777 D5A1F9 C07E2 MA37D3 41174 KIA CAO

593

3 2 5 4 1

Known For Grand

ALMADEN MAZDA KIA

INVOICE

920 West Capitol Expressway Auto Mall

San Jose, CA 95136

FAX # (408) 723-0814

(408) 723-8800

PAGE 1

SERVICE ADVISOR: 215 STEPHEN R. POLLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED/	97	KIA SEPHIA	KNAFA1245V5277098		904/904	T429
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PQ. NO.	PAYMENT	INV. DATE
21MAY97		16:00	04JUN97		0.00	04JUN97
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: STK:593				

08:00 04JUN97 16:09 04JUN97

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

A REPAIR SCRATCHES TO RF FENDER, RF DOOR AND RR 1/4 PANEL AS PER GET

READY, SUBLET TO ZENS.

S195 SUBLET / MEMO

99 IMC

(N/C)

SUBL ZENS 22560

IMC

(N/C)

B INSTALL FLOOR MATS AS PER GET READY.

S18 GLASS/TRIM/BODY FIES

99 IMC

(N/C)

904 FLOORMATS INSTALLED

EST: 0.00

04JUN97 08:04 SA: 215

ALMADEN MAZDA KIA

ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	LABOR AMOUNT	0.00
REASON				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
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF INCREASE IN THE ORIGINAL ESTIMATE PRICE.				PLEASE PAY THIS AMOUNT	0.00
RECEIVED A COPY OF THIS INVOICE.					

BAR # AJ090489 EPA # CAD 38144-1777

CUSTOMER

593

3 7 8 2 8

Karm Del Grande's

ALMADEN MAZDA KIA

INVOICE

920 West Capitol Expressway Auto Mall

San Jose, CA 95136

FAX # (408) 723-0814

(408) 723-8800

PAGE 1

SERVICE ADVISOR: 212 MARIAN GADDIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED/	97	KIA SEPHIA	KNAFA1245V5277098		6606/6606	T615
IN-SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	PAYMENT	INV. DATE
21MAY97			16:30 22OCT97		0.00	22OCT97
PRIO. OPENED	DATE CUST. NOTIFIED	OPTIONS: STK:593				

11:30 22OCT97 13:00 22OCT97

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

A. CUSTOMER REPORTS THERE IS A SQUEEK IN REAR END WHEN TURNING RIGHT OR LEFT AT ALL TIMES.

S17 STEERING/SUSPENSION
216 WK (N/C)

6606 TEST DROVE AND VERIFIED COMPLANT, CHECKED AND FOUND REAR STABELLIZER BUSHINGS DRY, LUBED BUSHING, AND LUBED REAR BACKING PLATES, RECHECKED FOR NOISE NO NOISE HEARD AT THIS TIME DONE

B. CUSTOMER REPORTS FRONT BRAKES MAKES EXCISSIVE GRING NOISE WHEN COMING TO A LITE STOP

S16 BRAKES
216 WK (N/C)

6606 TEST DROVE, COULD NOT VERIFY COMPLANT AT THIS TIME, CHECKED FRONT BRAKES, NO PROBLEM FOUND DONE

C DECLINED MAINTENANCE

DRM DECLINED MAINTENANCE
216 CK 0.00 0.00

EST: 0.00 22OCT97 11:31 SA: 212

ORIGINAL ESTIMATE #					FINAL REVISED ESTIMATE #		DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT			LABOR AMOUNT	0.00
REASON				REVISED TOTAL			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
I ACKNOWLEDGE NOTICE AND DR. APPROVAL OF ANY INCREASE IN THE ORIGINAL ESTIMATE PRICE.					ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		PLEASE PAY THIS AMOUNT	0.00

ALMADEN MAZDA KIA

BAR # AJ090489 EPA # CAD 981441777

CUSTOMER

17845

3 2 1 1 2

Newest Car Company

ALMADEN MAZDA KIA

INVOICE

920 West Capitol Expressway Auto Mall

San Jose, CA 95136

FAX # (408) 723-0814

(408) 723-8800

PAGE 1

SERVICE ADVISOR: 215 STEPHEN R. POLLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED/	97	KIA SEPHIA	KNAFA1245V5277098		91/21	T88
IN SERVICE DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
21MAY97			13:00 22MAY97		0.00	22MAY97

R.O. OPENED: DATE CUST. NOTIFIED: OPTIONS: STK:593

11:48 22MAY97 12:32 22MAY97

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A			CUSTOMER STATES RADIO INOP.				
			S18 GLASS/TRIM/BODY-FITS				
			228 WK			(N/C)	
			1 UK24E-66-860R REMAN-ETR MECH DECK			(N/C)	
91			REPLACED RADIO, NO SOUND				

B			CLEAN WHITE STREAK ON RIGHT SIDE OF CAR.				
			S191 DETAIL DEPT				
			228 IMCD			(N/C)	
91			PAINT SEEM TO HAVE BEEN KEYED				

EST: 0.00 22MAY97 11:50 SA: 215

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
DATE TIME PHONE # OR IN PERSON AUTHORIZED BY ADDITIONAL AMOUNT		LABOR AMOUNT	0.00
REASON	REVISED TOTAL	PARTS AMOUNT	0.00
DATE TIME PHONE # OR IN PERSON AUTHORIZED BY ADDITIONAL AMOUNT		GAS, OIL, LUBE	0.00
REASON	REVISED TOTAL	SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
I ACKNOWLEDGE NOTICE AND TOTAL APPROVAL OF ALL CHARGES AND I HAVE RECEIVED A COPY OF THIS INVOICE.		PLEASE PAY THIS AMOUNT	0.00

BTR # 4J090489 FPA # CAD 9B:441777

CUSTOMER

593

4 9 3 4 9

Kia's Del Grande's

ALMADEN MAZDA KIA

INVOICE

920 West Capitol Expressway Auto Mall

San Jose, CA 95138

FAX # (408) 723-0814

(408) 723-8800

PAGE 1

SERVICE ADVISOR: 195 CARMEN VILLARREAL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED/	97	KIA SEPHIA	KNFA1245V5277098		17716/17716	T589
IN-SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
21MAY97			12:42 19OCT98		0.00	19OCT98

R.O. OPENED DATE CUST NOTIFIED OPTIONS: STK:593

08:06 19OCT98 09:03 19OCT98

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

A VEHICLE WONT START SEE HISTORY VEHICLE TOWED IN

S12 DRIVABILITY

220 WK

(N/C)

1 UK21A-18-520 BATTERY, 56R

(N/C)

17716 VERIFIED WONT START, BATTERY DEAD, JUMP STARTED TESTED BATTERY
AND CHARGING SYSTEM USING VAI40 TESTER, FOUND BATTERY WONT TAKE CHARGE,
CHARGIN G SYSTEM OK, REPLACED BATTERY, CHECKED OK.

ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	LABOR AMOUNT	0.00
REASON				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

BAR # AJ09C489 EPA # CAD 9B1441777

CUSTOMER

593

4 9 3 4 9

Kia of America

ALMADEN MAZDA KIA

INVOICE

920 West Capitol Expressway Auto Mall

San Jose, CA 95138

FAX # (408) 723-0814

(408) 723-8800

PAGE 1

SERVICE ADVISOR: 195 CARMEN VILLARREAL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED/	97	KIA SEPHIA	KNAFA1245V5277098		17716/17716	T589
IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
21MAY97			12:42 19OCT98		0.00	19OCT98

R.O. OPENED: DATE CUST. NOTIFIED: OPTIONS: STK:593

08:06 19OCT98 09:03 19OCT98

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

A VEHICLE WONT START SEE HISTORY VEHICLE TOWED IN

S12 DRIVABILITY

 220 WK
 1 UK21A-18-520 BATTERY, 56R
(N/C)
(N/C)
 17716 VERIFIED WONT START, BATTERY DEAD, JUMP STARTED TESTED BATTERY
 AND CHARGING SYSTEM USING VAT40 TESTER, FOUND BATTERY WONT TAKE CHARGE,
 CHARGING SYSTEM OK, REPLACED BATTERY, CHECKED OK

ORIGINAL ESTIMATE \$					FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	REVISED TOTAL \$		LABOR AMOUNT	0.00
REASON							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

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

X

BAR # AJ090489 EPA # CAD 981441777

CUSTOMER

Kevan Del Grande's

ALMADEN MAZDA KIA



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EPA # CAD981441777

BAR # AJ0910489

SERVICE DEPT. HOURS:

MONDAY - FRIDAY

7:30 A.M. - 5:30 P.M.

CUSTOMER NO. 593	ADV/SUP MICHAEL RUDOLPH 164	TAG NO 77	INVOICE DATE 09/23/99	INVOICE NO. K1CS13128
	LABOR RATE	LICENSE NO.	COLOP RED//	STOCK NO.
	MILEAGE 28593		DELIVERY DATE 05/21/97	DELIVERY MILES 0
	YEAR / MAKE / MODE. 97/KIA/SEPH		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE I.D. NO. KNAFA1245V5 277098		R.O. DATE 09/23/99	
F.T.E. NO.		P.O. NO.		
COMMENTS				

[MISC-1] STX# 593

JOB# 1 CHARGES

LABOR
J# 1 11MAZ ENGINE MINOR TECH(S): 236 WARRANTY
CUST SAYS CAR WONT START BATTERY DEAD AGAIN - INSTALLED LAST
YEAR
DIAG. CHARGING SYSTEM AND CRANKING VOLTAGE.
FOUND BAD BATTERY.
REPLACED BATTERY

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1		UK21A-18-520	BATTERY, 56R			0.00
TOTAL - PARTS							0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

ASK ABOUT



**NOTICE TO CONSUMER:
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INFORMATION ON BACK.**

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BAR # AJD900489

SERVICE DEPT. HOURS:

MONDAY - FRIDAY

7:30 A.M. - 5:30 P.M.

*LM 9/30/97
3:15*

CUSTOMER NO 593	ADVISOR JOHN HERNANDEZ 231	TAD NO. 2C5	INVOICE DATE 09/30/99	INVOICE NO KICS13285
	LABOR RATE	LICENSE NO.	MILEAGE 28881	COLOR RED//
	YEAR / MAKE / MODEL 97/KIA/SEPH		DELIVERY DATE 05/21/97	DELIVERY MILES 0
	VEHICLE I.D. NO. KNAFA1245V5 277098		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 09/28/99	
COMMENTS				

[MISC-1] STK# 593

JOB# 1 CHARGES-----

LABOR-----
J# 1 11MAZ ENGINE MINOR TECH(S):217 228 WARRANTY
CUSTOMER STATES: THAT THE CHECK ENGINE LIGHT IS ON AND CAR R
UNIS ROUGH. CHECK
217 INSP. HOOK UP DATE PRO AND CHECK FOR CODES FOUND CODE
POL70 BANK 1 FUEL TRIM MALFUNCTION

PARTS-----QTY--FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
1 0B6BF-13-215 SENSOR-AIR FLOW TOTAL - PARTS WARRANTY
0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 60MAZ INTERIOR TRIM TECH(S):217 WARRANTY
CUSTOMER STATES: THAT THE DASH IS FADING. CHECK
217 INSP. FOUND TOP OF DASH FADING RECOMMEND DASH PAD
217 DONE. REMOVE COMPLETE DASH AND REPLACED TOP DASH PAD OK
AT THIS TIME

PARTS-----QTY--FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
1 0K240-60-795-96 GRILLE-DEF. LH WARRANTY
1 0K240-60-785-96 GRILLE-DEF. RH WARRANTY
1 0K24T-60-350-96 I/P PAD ASSY WARRANTY
TOTAL - PARTS 0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 0.00

COMMENTS-----

217 FREEZE FRAME DATA ECT 199F. FUEL SYS 1 CLOSED 2 N/A. LOAD 38.4
LONG FT 1 -15% RPM 731 SHRT FT 1 -9% VSS 0 MPR
RECOMMEND SOLDER MAIN ENGINE WIRE HARNESS AND GROUNDS CONT. AND
RECHECK POSS MAY BE MORE
DISCONNECTED ENGINE HARNESS FROM THE ENGINE CONTROL UNIT
PULLED THROUGH THE FIREWALL. OPENED AND SOLDERED ALL CRIMPED AND
GANG CONNECTORS INCLUDING C252, S101, S269, S100, S1006, S125,
C257, S102 AND GROUND G103. PARTIAL INTAKE MANIFOLDE
R & R WAS NECESSARY FOR ACCESS.
TESTROVE AFTER REPAIR MONITORING THE SHCR1 FUEL TRIM AND O2
SENSOR SIGNAL VOLTAGE. IT IS PERFECT. O2 SHORT FUEL TRIM.
RECHECKED FOR CODES. NONE. CHECKED PENDING CODES. NONE SET.
OPERATION CORRECT AT THIS TIME.

ASK ABOUT



**NOTICE TO CONSUMER:
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Kevan Del Grande's

autaden mazda KIA



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EPA # CAD981441777

DAR # AJ0900489

SERVICE DEPT. HOURS:

MONDAY - FRIDAY

7:30 A.M. - 5:30 P.M.

CUSTOMER NO. 593	ADVISOR JOHN HERNANDEZ 231	TAC NO. 205	INVOICE DATE 09/30/99	INVOICE NO. K1CS13295
	LABOR RATE	LEASE NO.	MILEAGE 28881	COLOR RED/
	YEAR / MAKE / MODEL 97/KIA/SEPH		DELIVERY DATE 05/21/97	DELIVERY MILES 0
	VEHICLE ID NO. KNAFA1245Y5 277098		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		P.D. NO.	R.O. DATE 09/29/99
COMMENTS				

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

ASK ABOUT



**NOTICE TO CONSUMER:
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ALMADEN MAZDA KIA



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EPA # CAD981441777

BAR # AJ0900489

SERVICE DEPT. HOURS:

MONDAY - FRIDAY

7:30 A.M. - 5:30 P.M.

CUSTOMER NO. 593	ADVISOR JOHN DEANTONI 228	TAG NO. 468	INVOICE DATE 10/11/98	INVOICE NO. KICS13675
	LABOR RATE	LICENSE NO.	COLOUR RED	STOCK NO.
	YEAR / MAKE / MODEL 97/KIA/SEPH		DELIVERY DATE 05/21/97	DELIVERY MILES 0
	VEHICLE I.D. NO. KNAFA1245V5 277098		DEALING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		P.O. NO.	P.O. DATE 10/11/98
	COMMENTS			

TOTALS.....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

.....
CUSTOMER SIGNATURE

ASK ABOUT



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Kavan Del Grande's

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CAD981441777

R # A10900489

SERVICE DEPT. HOURS:

MONDAY - FRIDAY

7:30 A.M. - 5:30 P.M.

CUSTOMER NO. 593	ADVISOR JOHN DEANTONI 228	TAG NO 468	INVOICE DATE 10/1/99	IWD CEN KICS13675
	LABOR RATE	LICENSE NO	COLOR RED	STOCK NO
			DELIVERY DATE 05/21/97	DELIVERY MILES 0
	YEAR / MAKE / MODEL 97/KIA/SEPH	MILEAGE 29620	SELLING DEALER NO	PRODUCTION DATE
	VEHICLE ID NO. KNAFA1245V5 277098	R. T. E. NO.	R. J. DATE 10/1/99	
COMMENTS				

[MISC-1] STK# 593

JOB# 1 CHARGES

LABOR: HEATING / COOLING TECH(S):204 WARRANTY
 J# 1 20MAZ CUST STATES THE HEATER IS HOT ALWAYS EVEN WHEN OFF
 CHECK FOR HOT AIR ALWAYS OUT VENTS EVEN WHEN OFF.
 ADJUSTED BLEND DOOR LINKAGE. OK NOW (DONE 204)

JOB# 1 TOTALS..... JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR: BODY ELECTRICAL TECH(S):204 WARRANTY
 J# 2 51MAZ CUST SAYS GAS DOOR WONT CLOSE
 CHECK GAS DOOR WONT CLOSE. ADJUSTED GAS DOOR HINGES
 AND LATCH ASSM. (DONE 204)

JOB# 2 TOTALS..... JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR: SUBLET TECH(S):205 WARRANTY
 J# 3 70MAZ GOOD WILL RENTAL

JOB# 3 TOTALS..... JOB# 3 JOURNAL PREFIX KICS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR: STEERING/SUSPENSION TECH(S):204 WARRANTY
 J# 4 45MAZ CUST SAYS CAR CREAKS IN THE BACK WHEN TURNING INTO DRIVEWAYS
 CHECK FOR CREAK IN BACK WHEN TURNING INTO DRIVEWAYS.
 REPOSITIONED THE TRUNK TORSION SPRING INSULATOR. (DONE 204)

JOB# 4 TOTALS..... JOB# 4 JOURNAL PREFIX KICS JOB# 4 TOTAL 0.00

COMMENTS.....
 NOTE: TRUNK HAS ALOT OF ITEMS IN IT WHICH COULD ALSO BE THE CAUSE
 OF RATTLES AND SQUEEKS.

ASK ABOUT



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Kevin Del Grande's

ALMADEN MAZDA KIA



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EPA # CAD981441777

BAR # AJ0900489

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/29/99	13285	28881	231	217	W	11MAZ	ENGINE MINOR
09/23/99	13128	28583	164	217	W	60MAZ	INTERIOR TRIM
10/21/98	49349C	17716	195	236	W	11MAZ	ENGINE MINOR
				220	W	18B30001MA	
				99	W	8999MA	
				220	L	S195MA	

SALESPERSON NO. 349 GITEA PERKINS

SERVICE

VEHICLE I.D. NO. KNAFA11745V5277002		YEAR/MAKE/MODEL 07/M/SEPH		PRODUCTION DATE STOCK NO.		LICENSE NO. 13675	
CUSTOMER NO. 593		SERVICE CONTRACT		DELIVERY DATE 05/21/87		DELIVERY MILES 0	
COLOR RED/H		CONTRACT NO.		EXPIRATION DATE		EXPIRATION MILES 0	
TURBO K1ZZ		MILEAGE 29620		ADVISOR NO. 226		ADVISOR JOHN DEANTONI	
I hereby authorize the repair work and parts repair herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control; that an express mechanic's fee is hereby acknowledged on the body of this order to secure the service to repair the vehicle; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.							
TIME RECEIVED 08:05am		DATE/TIME PROMISED 10/11/99 04:30pm		PRIORITY 4		STATE REG# AJ090489	
APPOINTMENT ☐ Yes ☒ No		X					

[MISC-1] STK# 593

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X-----

1	W 20MAZ	HEATING / COOLING CUST STATES THE HEATER IS NOT ALWAYS EVEN WHEN OFF
2	W 51MAZ	BODY ELECTRICAL CUST SAYS GAS DOOR WONT CLOSE
3	W 70MAZ	SUBLET GOOD WILL RENTAL

DATE	TIME	PHONE FOR PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
DATE	TIME	PHONE FOR PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIR OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

HAZARDOUS MATERIAL: A hazardous waste disposal charge will be added when items removed from your vehicle or items used in conjunction with the repair of your vehicle must be disposed of in compliance with federal, state and local government hazardous waste regulations. These items could include any of the following: Oil, grease, antifreeze, brake fluid, rags, etc.

SERVICE HOURS
MONDAY - FRIDAY
7:30 AM - 5:30 PM
ASK ABOUT



EPA # CAD981441777
BAR # AJ0900489



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/11/99	13876	29620	226	204	W	20MAZ	HEATING / COOLING
				204	W	51MAZ	BODY ELECTRICAL
				205	W	70MAZ	SURLET
09/29/99	13295	28881	231	204	W	45MAZ	STEERING/SUSPENSION
				217	W	11MAZ	ENGINE MINOR
				217	W	60MAZ	INTERIOR TRIM

SALESPERSON NO. 343 GITEA PERKINS

SERVICE

VEHICLE I.D. NO. KNAFA1245V5277098	YEAR/MAKE/MODEL 97/KIA/SEPH	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 13961
[REDACTED]	CUSTOMER NO. 593	SERVICE CONTRACT	DELIVERY DATE 05/21/97	DELIVERY MILES 0	SELLING DEALER NO.
	COLOR RED	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	R.O. DATE 10/19/99
	USED	TRANS	MILEAGE 29858	ADVISOR NO. 278	TAG NO. 687
	ADVISOR K1ZZ	ADVISOR KATHARINE CROWDER			
TIME RECEIVED 08:38am		DATE/TIME PROVIDED 10/19/99 04:30pm		PRIORITY 4	
APPOINTMENT ☒ Yes ☐ No		STATE REG# AJ080489			

I hereby authorize the repair work and sublet repair thereon set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you warrant to assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control; and an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employee(s) may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

☒ X

J2B		DATE	TIME	PHONE # OR PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
[MISC-1] STR# 593		REASON		PHONE		REVISED TOTAL
ORIGINAL CUSTOMER ESTIMATE: TOTAL		DATE		TIME	PHONE # OR PERSON	AUTHORIZED BY
X-----		REASON		PHONE		REVISED TOTAL
1	W *45MAZ	STEERING/SUSPENSION CUSTOMER STATES: KNOCKING NOISE HEARD RGT REAR-PULLING INTO DRIVEWAYS				
2	W *20MAZ	HEATING / COOLING CUSTOMER STATES: DASH OFF-HEAT IS COMING IN-FROM FILLOR AND DASH				
3	W *70MAZ03	RENTAL RCS RENTAL#2				

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIR OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

(HAZARDOUS MATERIAL) A hazardous waste disposal charge will be added when items removed from your vehicle or items used in conjunction with the repair of your vehicle must be disposed of in compliance with federal, state and local government hazardous waste regulations. These items could include any of the following: Oil, greases, antifreeze, floor, cleaning fluids, non-recyclable items, etc.

SERVICE HOURS
MONDAY - FRIDAY
7:30 AM - 5:30 PM
ASK ABOUT

project 100

PAGE 1 OF 1 13961 CUSTOMER COPY

EPA # CAD981441777

BAR # AJ0900489



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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/18/99	13631	29858	278	204	W	45MAZ	STEERING/SUSPENSION
				204	W	20MAZ	HEATING / COOLING
				205	W	70MAZ03	RENTAL
10/11/99	13675	29620	226	204	W	20MAZ	HEATING / COOLING
				204	W	61MAZ	BODY ELECTRICAL
				205	W	70MAZ	SUBLET

SALESPERSON NO. 349 GITEA PERKINS

SERVICE

VEHICLE I.D. NO. KNAFA1246V5277098		YEAR/MAKE/MODEL 97/KIA/SEPH		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 14140
		CUSTOMER NO. 593	SERVICE CONTRACT		DELIVERY DATE 05/21/97	DELIVERY MILES 0	SELLING DEALER NO. 10/26/99
		COLOR RED/Y		CONTRACT NO.		EXPIRATION DATE 0	EXPIRATION MILES 0
		EXPIRATION DATE 0	EXPIRATION MILES 0	TAG NO. 858			
		T-900 K1ZZ		AIR COND.	P. S.	TRANS 29986	MILEAGE 278
TIME RECEIVED 07:49am		DATE/TIME PROMISED 10/26/99 04:30pm		PRIORITY 4		I hereby authorize the repair work and sublet repair therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repair therefor; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.	
APPOINTMENT ☒ Yes ☐ No		STATE REG# AJC90489		X			

[MISC-1] STK# 593		DATE	TIME	PHONE FOR PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
ORIGINAL CUSTOMER ESTIMATE: TOTAL		REASON		PHONE		REVISED TOTAL
X-----		DATE		TIME	PHONE FOR PERSON	AUTHORIZED BY
1 W *45MAZ STEERING/SUSPENSION		REASON		PHONE		REVISED TOTAL
INSTALL ORDERED L/R STRUT ASSY FOR NOISE HEARD IN REAR		BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIR OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.				
2 W *70MAZ03 RENTAL		HAZARDOUS MATERIAL: A hazardous waste disposal charge will be added when items removed from your vehicle or items used in conjunction with the repair of your vehicle must be disposed of in accordance with federal, state and local government hazardous waste regulations. These items could include any of the following: Oils, greases, antifreeze, brake fluid, coolant, etc.				
RCS VIP#2		SERVICE HOURS				
3 W 10MAZ DRIVEABILITY		MONDAY - FRIDAY				
CUSTOMER STATES: UPHILL LOSS OF POWER		7:30 AM - 5:30 PM				
		ASK ABOUT				

Kevan Del Grande's

Altamaden Mazda KIA

820 Capitol Expressway Automall, San Jose, CA 95136

Service Direct (408) 448-2277

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EPA # CAD981441777

BAR # AJ0900489

SERVICE DEPT. HOURS:

MONDAY - FRIDAY

7:30 A.M. - 5:30 P.M.

CUSTOMER NO. 593	ADVICE KATHARINE CROWDER 278	TAB NO. 858	INVOICE DATE 10/26/99	INVOICE NO. K1CS1414D
	LABOR RATE	LICENSE NO.	MIKEAGE 28965	COLOR RED//
	YEAR/MAKE/MODEL 97/KIA/SEPH		DELIVERY DATE 05/21/97	DELIVERY MILES 0
	VEHICLE ID. NO. KNAFA1245V5 277098		SELLING DEALER NO.	PRODUCTION DATE
	P.T. & NO.		P.O. NO.	R.O. DATE 10/26/99
	COMMENTS			

[MISC-1] STK# 593

JOB# 1 CHARGES

LABOR-----
 J# 1 45MAZ STEERING/SUSPENSION TECH(S):220 WARRANTY
 INSTALL ORDERED L/R STRUT ASSY FOR NOISE HEARD IN REAR
 NOISY STRUT
 REPLACED LEFT REAR STRUT, BLEED BRAKES. OK.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 1 OK201-28-700F DAMPER ASSY-RR. TOTAL - PARTS WARRANTY
 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-----
 J# 2 70MAZ03 RENTAL TECH(S):220 WARRANTY
 RCS VIP#2

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR-----
 J# 3 10MAZ DRIVEABILITY TECH(S):220 WARRANTY
 CUSTOMER STATES: UPHILL LOSS OF POWER
 TSET DRIVE, COULD NOT VERIFY COMPLAINT. CHECKED FUEL TRIMS,
 AIR FILTER, PLUGS AND WIRES. NO CODES. ALL OK.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 1 K99541-03801 RING-O RING-O
 2002 CLEANER, PARTS TOTAL - PARTS WARRANTY
 0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX KICS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR-----
 J# 4-11MAZ ENGINE MINOR TECH(S):220 WARRANTY
 REPLACE LEAKING DIST ORING FOUND
 LEAKING O-RING
 REPLACED DISTRIBUTOR O-RING, SET TIMING TO SPEC. CLEANED
 OILY MESS AT DISTRIBUTOR, OK.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX KICS JOB# 4 TOTAL 0.00

ASK ABOUT



NOTICE TO CONSUMER:
 PLEASE READ
 IMPORTANT
 INFORMATION ON BACK.

altaden mazda kia



Service Direct (408) 448-2277

(408) 723-8800 • (800) 454-5100 • Fax (408) 723-0814

BAR # AJ0900489

MONDAY - FRIDAY

7:30 A.M. - 5:30 P.M.

CUSTOMER NO. 593	ADVISOR KATHARINE CROWDER 278	TAG NO. 858	INVOICE DATE 10/26/99	INVOICE NO. K1CS14140
	LABOR RATE	LICENSE NO.	MESSAGE 29965	COLOR RED/7
	YEAR / MAKE / MODEL 97/KIA/SEPH		DELIVERY DATE 05/21/97	STOCK NO.
	VEHICLE ID. NO. KNAFA1245V5 277098		DELIVERY MILES 0	
	P. T. E. NO.	P. O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS		10/26/99	

COMMENTS

TEST DROVE FOR LACK OF POWER ON HILLS. DROVE 14 MILES, DID NOT EXPERIENCE LACK OF POWER OR ANY OTHER MALFUNCTION. MONITORED FUEL TRIM ON SCANNER. CORRECTIONS WERE NORMAL, -5 LFT AND +3 SFTS. MAX. SAME IF ELECTRICAL LOADS ARE APPLIED. INSPECTED PLUGS AND WIRES. AIR FILTER. ALL OK. NO CODES OR PENDING CODES.

TOTALS.

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL 6.0.6.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

ASK ABOUT



Project 100

**NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT
INFORMATION ON BACK.**

PRIMUS
Leasing Dept.
P.O. Box 680040
Franklin, TN 37068



Date: 08/29/97



RE: 02-0016-19034 97 Kia, KNAFA1245V5277098
Policy Numbers: 3L03815

Dear Lessee:

We have received the insurance policy for your leased vehicle. However, a review of the policy indicates that it does not meet the minimum requirements indicated in your lease. Your policy is deficient for the items checked below. An endorsement or a new policy correcting the deficiencies is required.

The vehicle you are leasing requires specific coverages. The standard minimum coverages are:

X Bodily Injury Liability	\$100,000	per person
	\$300,000	per occurrence
X Property Damage Liability	\$25,000	per occurrence
- Comprehensive Damage	\$1,000	maximum deductible
- Collision Damage	\$1,000	maximum deductible
- Named as Loss Payee	PRIMUS	
X Named Additional Insured	PRIMUS	

All policies and renewal notices must be mailed to:

PRIMUS
Leasing Dept. Fax 800-945-3860
P.O. Box 680040
Franklin, TN 37068

As a valued customer, it is important that you are made aware of your inadequate insurance policy so that you can correct this matter and avoid any potential problems that could arise. We value your business and wish to maintain it. However, improper or no insurance will jeopardize your agreement with us.

Please contact your insurance agent to arrange proper insurance for your lease. If you have any questions regarding your lease, please call the undersigned at 800-945-5062.

Sincerely,

A handwritten signature in cursive script that reads "Maria Mitchell".

Unit Leader, Insurance Department

TO ENSURE THAT YOUR ACCOUNT IS HANDLED IN A PROMPT AND EFFICIENT MANNER,
PLEASE ENCLOSE THIS LETTER ALONG WITH YOUR INSURANCE POLICY.

PRIMUS
P.O. Box 680020
Franklin, TN 37068-0020



Date: 04/24/98
02-0016-19034

Thank you for notifying us of your recent address change. We have updated your lease records accordingly.

As you know, you will be required to re-register and re-title your vehicle in your new location. If for any reason you have made plans not to re-register, please notify us of that decision and your reasons immediately.

Also, please note that due to the address change, a resulting change in the taxes related to your lease may occur. You are responsible for any taxes applicable in the state in which you now reside. This may include any personal property tax, excise and/or sales and use tax. You may wish to contact your local Department of Motor Vehicles or Tag Agency for sales tax liability information prior to registering.

If you have any questions, you may contact us at 800-945-8000, Monday through Friday between the hours of 7:00 A.M. and 7:00 P.M., CST.

Sincerely,

PRIMUS

5/4 - 7:00am -

Spoke to Richard. Said that some cities required that you re-reg once you move, but as long as the DMV does not require re-register re-title, then this letter is just a courtesy letter.



P.O. Box 7555
Springfield, OH 45501

November 9, 1998

Insurance Service Center
Tel: 1-800-945-5062



Account Number: C 2001619034
Policy Number: 3703815
Vehicle: 9 KIA SEPHIA
Serial Number: K JFA1245V5277098

**Reason For
This Notice**

A recent review of our records indicates that the above referenced policy covering your vehicle expired. Although we have previously notified either you or your agent, we have not received a notice of renewal.

**What You
Need To Do**

Please take a few moments to ask your agent or insurance company to immediately send us a current copy of your insurance policy that contains all the information listed below. Verification of current coverage should be mailed to our Insurance Service Center at the following address:

**PRIMUS Automotive Financial Services, Inc.
P.O. Box 7555
Springfield, OH 45501**

To ensure proper handling, please enclose a copy of this letter along with your proof of insurance.

**Information
We Need**

- Liability coverage - a minimum of \$15,000 / \$30,000 bodily injury and \$5,000 property damage; or \$100,000 Combined Single Limit liability*
- Comprehensive coverage with a maximum deductible of \$1,000.
- Collision coverage with a maximum deductible of \$1,000.
- PRIMUS Automotive Financial Services, Inc. must be named as Additional Insured to ensure that we will be notified of any liability claim.
- PRIMUS Automotive Financial Services, Inc. must be named as Loss Payee to ensure that we will be notified of any physical damage claim.

Should you have any questions or need assistance, please call us at 1-800-945-5062 Monday through Friday between the hours of 6:00 a.m. and 5:00 p.m. Pacific time and Saturday between the hours of 8:00 a.m. and 4:00 p.m. Pacific time.

**Based on your current residence as of 08/01/98, refer to contract if you have moved into a new state during the lease term. Your attention to this important matter is greatly appreciated.*



California State Automobile Association
Inter-Insurance Bureau

150 Van Ness Avenue
P.O. Box 429186
San Francisco, CA 94142-9186

Automobile Policy Declarations

PLEASE KEEP WITH YOUR POLICY.
SEE IMPORTANT NOTICE ON REVERSE.

FOR QUESTIONS OR CHANGES CALL: 1-800-922-8228

1. Name and Address of Insured



POLICY INFORMATION

Declarations Type		Page
Renewal Certificate		1 of 1
Policy Type		Process Date
Member		04-14-98
Policy Number		Insured Since
3L-03-81-5		1987
YOUR POLICY PERIOD	From	To
	05-22-98	05-22-99
12:01 A.M. Standard Time at the address of the Named Insured as stated herein.		

Alternate Address	Occupation	Alternate Number	Telephone Number
1737 N 1SR ST. SAN JOSE	WORD PROCESSOR	451-7996	243-4653

VEHICLE(S)

DRIVER(S)

Item	Make	Model Yr.	Body Type	Vehicle Identification Number	Name	Driver License No.
01	KIA	97	4D SED	KNAFA1245V5277093	MELISSA	B4678693

COVERAGES / PREMIUMS

COVERAGE	LIABILITY LIMITS		Item 01		Item		Item		Item	
	Each Person	Each Occurrence	Deduct.	Premium	Deduct.	Premium	Deduct.	Premium	Deduct.	Premium
Bodily Injury	100,000	300,000		\$243						
Medical Payments	No Coverage		No Coverage							
Uninsured Motorists	30,000	50,000		\$59						
Property Damage		50,000		\$117						
Comprehensive			100	\$167						
Collision			500	\$293						
All Risks			No Coverage							
TOTAL PREMIUM PER VEHICLE				\$879						

Automobile Death Benefits	EXPLANATION OF LIMIT CODES A-\$15,000 first named insured. B-\$15,000 each first named insured and spouse.	C-\$15,000 each additional named insured shown on endorsement F328.	Limit Code A	Premium \$4
Premium Summary	CA Surcharge:	\$0.00		
This is not a bill.	Savings Dividend:	\$87.00	Annual Premium:	\$983.00

MESSAGES / CHANGES

Schedule of Changes	
Discounts: Coll. Avoidance Light Item(s), 01. Mat. Driver, None	
Good Driver Discount: Item(s), 01.	

LOSS PAYEE(S)

Item 01	PRIMUS ADVANTAGE P O BOX 680040 FRANKLIN TN 37068	Item		Office Use Only 01P53PF5 1200211 05.8.10 057 716 N
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CSAA Inter-Insurance Bureau

150 Van Ness Avenue
P.O. Box 425186
San Francisco, CA 94142-9185

Automobile Policy Declarations

PLEASE KEEP WITH YOUR POLICY.
SEE IMPORTANT NOTICE ON REVERSE.

FOR QUESTIONS OR CHANGES CALL: 1-800-922-8228

1. Name and Address of Insured



POLICY INFORMATION

Declarations Type		Page
Renewal Certificate		1 of 1
Policy Type		Process Date
Member		04-20-1999
Policy Number		Insured Since
3L-03-B1-5		1997
YOUR POLICY PERIOD	From	To
	05-22-1999	05-22-2000
12:01 A.M., Standard Time at the address of the Named Insured as stated herein.		

Alternate Address

1737 N 1SR ST. SAN JOSE

Occupation

Alternate Number

985-2400

Telephone Number

272-9407

VEHICLE(S)

DRIVER(S)

Name Driver License No.
MELISSA B4678883Drivers do not necessarily correspond
to principally operated vehicles.

COVERAGES / PREMIUMS

COVERAGE	LIABILITY LIMITS		Item 01		Item		Item		Item	
	Each Person	Each Occurrence	Deduct.	Premium	Deduct.	Premium	Deduct.	Premium	Deduct.	Premium
Bodily Injury	100,000	300,000		\$158						
Medical Payments	No Coverage		No Coverage							
Uninsured Motorists	30,000	60,000		\$47						
Property Damage		50,000		\$131						
Comprehensive			100	\$109						
Collision			600	\$255						
All Risks			No Coverage							
TOTAL PREMIUM PER VEHICLE				\$700						

Automobile Death Benefits	EXPLANATION OF LIMIT CODES		Limit Code		Premium	
	A=\$15,000 first named insured.	C=\$15,000 each additional named insured shown on endorsement F32B.	A		\$4	

Premium Summary	CA Surcharge:	\$0.00		
This is not a bill.	Savings Dividend:	\$122.00	Annual Premium:	\$704.00

MESSAGES / CHANGES

Schedule of Changes

Discounts: Coll. Avoidance Light Item(s), 01. Mat. Driver, None.
Good Driver Discount: Item(s), 01.

LOSS PAYEE(S)

Item PRIMUS AUTOMOTIVE FIN SRVC Item

01 PO BOX 7555

SPRINGFIELD OH

45501

Item

Office Use Only

01P54PES1200212-06B-12

05711718 N

PRIMUS
Leasing Dept.
P.O. Box 680040
Franklin, TN 37068



Date: 08/29/97

RE: 02-0016-19034 97 Kia, KNAFA1245V5277098
Policy Numbers: 3L03815

Dear Lessee:

We have received the insurance policy for your leased vehicle. However, a review of the policy indicates that it does not meet the minimum requirements indicated in your lease. Your policy is deficient for the items checked below. An endorsement or a new policy correcting the deficiencies is required.

The vehicle you are leasing requires specific coverages. The standard minimum coverages are:

X Bodily Injury Liability	\$100,000 per person
	\$300,000 per occurrence
X Property Damage Liability	\$25,000 per occurrence
- Comprehensive Damage	\$1,000 maximum deductible
- Collision Damage	\$1,000 maximum deductible
- Named as Loss Payee	PRIMUS
X Named Additional Insured	PRIMUS

All policies and renewal notices must be mailed to:

PRIMUS
Leasing Dept. Fax 800-945-3860
P.O. Box 680040
Franklin, TN 37068

As a valued customer, it is important that you are made aware of your inadequate insurance policy so that you can correct this matter and avoid any potential problems that could arise. We value your business and wish to maintain it. However, improper or no insurance will jeopardize your agreement with us.

Please contact your insurance agent to arrange proper insurance for your lease. If you have any questions regarding your lease, please call the undersigned at 800-945-5062.

Sincerely,

A handwritten signature in cursive script that reads "Mario Mitchell".

Unit Leader, Insurance Department

TO ENSURE THAT YOUR ACCOUNT IS HANDLED IN A PROMPT AND EFFICIENT MANNER,



California State Automobile Association
Inter-Insurance Bureau

150 Van Ness Avenue
P.O. Box 429186
San Francisco, CA 94142-9186

Automobile Policy Declarations

PLEASE KEEP WITH YOUR POLICY.
SEE IMPORTANT NOTICE ON REVERSE.

FOR QUESTIONS OR CHANGES CALL: 1-800-922-8228

1. Name and Address of Insured



POLICY INFORMATION

Declarations Type		Page
Amended Declarations		1 of 1
Policy Type		Process Date
Member		08-11-97
Policy Number		Insured Since
3L-03-81-5		1997
YOUR POLICY PERIOD	From	To
	05-22-97	05-22-98
12:01 A.M., Standard Time at the address of the Named Insured as stated herein.		

Alternate Address	Occupation	Alternate Number	Telephone Number
160 W SANTA CLARA	WORD PRORESSO	288-5111	287-1712

VEHICLE(S)

Item	Make	Model Yr.	Body Type	Vehicle Identification Number
01	KIA	97	4D SED	KNAFA1245V5277098

DRIVER(S)

Name	Driver License No.
Drivers do not necessarily correspond to principally operated vehicles.	

COVERAGES / PREMIUMS

COVERAGE	LIABILITY LIMITS		Item 01		Item		Item		Item	
	Each Person	Each Occurrence	Deduct.	Premium	Deduct.	Premium	Deduct.	Premium	Deduct.	Premium
Bodily Injury	100,000	300,000	No Coverage							
Medical Payments	No Coverage									
Uninsured Motorists	30,000	50,000								
Property Damage		50,000								
Comprehensive Actual Cash Value Less Deductible		100								
Collision Actual Cash Value Less Deductible		500								
All Risks Actual Cash Value Less Deductible		No Coverage								
TOTAL PREMIUM PER VEHICLE ➡										
Automobile Death Benefits			EXPLANATION OF LIMIT CODES A-\$15,000 first named insured. B-\$15,000 each first named insured and spouse. C-\$15,000 each additional named insured shown on endorsement F329.				Limit Code		Premium	
							A			

Premium Summary CA Surcharge: 30.00

This is not a bill.

No Change in Premium.

SCHEDULE CHANGES

Schedule of Changes
Change Loss Payee

MESSAGES

Discounts: Coll. Avoidance Light Item(s), 01. Mat. Dr ver, None.
Good Driver Discount: Item(s), 01.

LOSS PAYEE(S)

Item 01 PRIMUS ADVANTAGE
P O BOX 680040
NASHVILLE TN
37068

Item

Item

Office Use Only
0125378 10026

057 2 718 N



CSAA Inter-Insurance Bureau

150 Van Ness Avenue
P.O. Box 429186
San Francisco, CA 94142-9186

Automobile Policy Declarations

PLEASE KEEP WITH YOUR POLICY.
SEE IMPORTANT NOTICE ON REVERSE.

FOR QUESTIONS OR CHANGES CALL: 1-800-922-8228

1. Name and Address of Insured



POLICY INFORMATION

Declarations Type		Page
Renewal Certificate		1 of 1
Policy Type		Process Date
Member		04-20-1999
Policy Number		Insured Since
3L-03-81-5		1997
YOUR POLICY PERIOD	From	To
	05-22-1999	05-22-2000

12:01 A.M., Standard Time at the address of the Named Insured as stated herein.

Alternate Address	Occupation	Alternate Number	Telephone Number
1737 N 1SR ST.SAN JOSE		985-2400	272-8407

VEHICLE(S)	Item	Make	Model Yr.	Body Type	Vehicle Identification Number
	01	KIA	1997	4D SED	KNAFA1246V5277098

DRIVER(S)

Name	Driver License No.
MELISSA	84678893

Drivers do not necessarily correspond to principally operated vehicles.

COVERAGES / PREMIUMS

COVERAGE	LIABILITY LIMITS		Item 01		Item		Item		Item	
	Each Person	Each Occurrence	Deduct.	Premium	Deduct.	Premium	Deduct.	Premium	Deduct.	Premium
Bodily Injury	100,000	300,000		\$158						
Medical Payments	No Coverage		No Coverage							
Uninsured Motorists	30,000	60,000		\$47						
Property Damage		50,000		\$131						
Comprehensive Actual Cash Value Less Deductible			100	\$109						
Collision Actual Cash Value Less Deductible			500	\$255						
All Risks Actual Cash Value Less Deductible			No Coverage							
TOTAL PREMIUM PER VEHICLE			\$700							
Automobile Death Benefits	EXPLANATION OF LIMIT CODES A-\$15,000 first named insured. B-\$15,000 each first named insured and spouse. C-\$15,000 each additional named insured shown on endorsement F329.					Limit Code A		Premium \$4		
Premium Summary			CA Surcharge:		\$0.00					
This is not a bill.			Savings Dividend:		\$122.00		Annual Premium:		\$704.00	

SCHEDULE OF CHANGES

Schedule of Changes

LOSS PAYEE(S)

Item	PRIMUS AUTOMOTIVE FIN SRVC	Item	
01	PO BOX 7555		
	SPRINGFIELD		
	45501		
Item		Item	

Office Use Only
01P54PFS1200252 08912
057 718 N

Declaration Continued on Reverse



KIA FINANCIAL SERVICES
P.O. Box 680190
Franklin, TN 37068

02/17/00



Account No: 2001619034

NOTICE OF RIGHTS UNDER CALIFORNIA LAW

Kia Financial Services is now required by California state law to give you the following notices:

The amount of your debt with Kia Financial Services is noted on your original contract. Kia Financial Services will assume the debt to be valid unless you dispute its validity in writing within 30 days after receiving this notice. If you notify us in writing at :

P.O. Box 680190
Franklin, TN 37068

within 30 days from receiving this notice that the debt or any portion of it is disputed, we will obtain verification of the debt and a copy of such verification will be mailed to you. Additionally, the original creditor's name and address is noted on your original contract.

This communication is from a debt collector. This and other communications from Kia Financial Services are attempts to collect a debt and any information obtained from you will be used for that purpose.

ALMADEN MAZDA KIA

920 Capitol Expressway Automall, San Jose, CA 95136

Service Direct (408) 448-2277

(408) 723-8800 • (800) 454-5100 • Fax (408) 723-0814

EPA # CAD981441777

BAR # AJ0900489

SERVICE DEPT. HOURS:

MONDAY - FRIDAY

7:30 A.M. - 5:30 P.M.

CUSTOMER NO 593	ADVISOR ROBERT SMITH 238	TAG NO. 502	INVOICE DATE 05/18/00	INVOICE NO. K1CS18834
	LABOR RATE	LEADERS NO.	MILEAGE 37603	COLOR RED/1
	YEAR / MAKE / MODEL 97/KIA/SEPH		DELIVERY DATE 05/21/97	DELIVERY MILES 0
	VEHICLE NO. KNAFA1245V5 277098		SPLITTING PRICER NO.	PRODUCTION DATE
	P. T. E. NO.		P. O. NO.	P. O. DATE 05/12/00
BUSINESS PHONE		COMMENTS		

[MISC-1] STK# 593

JOB# 1 CHARGES

LABOR
J# 111MAZ04 FLUID LEAK-ENGINE TECH(S):242 WARRANTY
CUSTOMER STATES: AAA STATES THERE IS A OIL LEAK NEXT TO THE
ENGINE
TRANS SIDE HOUSING SEAL LEAKS. HEAD GASKET LEAKS OIL.
THERE IS SOME OIL IN THE COOLANT. ENGINE FAILS BLOCK TEST.
REPLACED HEAD GASKET. REPLACED RADIATOR DRAIN PLUG.
CYLINDER HEAD WAS TESTED AND RESURFACED.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	OK24A-10-270	GASKET SET			
	1	MB3H7-15-203	COCK-WATER DRAI			
	1	OK29T-15-17Y	THERMOSTAT SET			
	1	KKY01-15-287	RING-O			
				TOTAL - PARTS		0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	TOTAL - SUBLET	WARRANTY
	4978		05/16/00	HEAD CK. RESURFACE		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2+10MAZ DRIVEABILITY TECH(S):242 WARRANTY
CUSTOMER STATES: WHEN TRYING TO STEP ON THE GAS THE CAR
SHUDERS AND DOESN'T ACCELERATE CORRECTLY
FOUND VERY WEAK SPARK. CHECKED WIRES-OKAY. FOUND DIST. HAS
A PROBLEM INTERNALLY.
REPLACED DISTRIBUTOR.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	MB68F-18-200A	DISTRIBUTOR			
				TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3+70MAZ03 RENTAL TECH(S):205 WARRANTY
SUBLET
PO# 4968 VEND INV# INV DATE DESCRIPTION
05/18/00 RENTAL

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX KICS JOB# 3 TOTAL 0.00

ASK ABOUT



NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT
INFORMATION ON BACK.



CUSTOMER NO. 583	ADVISOR ROBERT SMITH 238	TAG NO. 502	INVOICE DATE 06/18/00	INVOICE NO. K1CS19834
	ANDR RATE	LICENSE NO.	W/LEAGE 37803	COLOR RED/H
	YEAR / MAKE / MODEL 97/KIA/SEPH		DELIVERY DATE 05/21/97	DELIVERY MILES 0
	VEHICLE ID. NO. KNAFA1245V5 277098		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.	A. O. DATE 05/12/00
BUSINESS PHONE 277-8407	COMMENTS		MO: 37805	

JOB# 4 CHARGES

LABOR
JP 4+14MAZ EXHAUST TECH(S):242 WARRANTY
VEHICLE HAS A EXHAUST LEAK
CAT IS LEAKING. ORDERED PARTS.
REPLACED CAT.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	BGDE-20-600B	CONVERTER CAT.			WARRANTY
	1	BP48-40-581A	SEAL RING			WARRANTY
	4	JE10-40-355	NUT			WARRANTY
	1	Z501-40-305A	GASKET			WARRANTY
TOTAL - PARTS						0.00

JOB# 4 TOTALS

JOB# 5 CHARGES JOB# 4 JOURNAL PREFIX KICS JOB# 4 TOTAL 0.00

LABOR
JP 5+30MAZ AUTO TRANSMISSION TECH(S):242 WARRANTY
VEHICLE HAS A TRANS LEAK
TRANS PUMP HOUSING SEAL LEAKS.
REPLACED PUMP HOUSING SEAL.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	KFUG6-19-705	GASKET-OIL,PUMP			WARRANTY
TOTAL - PARTS						0.00

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX KICS JOB# 5 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$90.00 (+TAX)

COMMENTS
THE FRONT CAT IS LEAKING.

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.B.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

ASK ABOUT



NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT
INFORMATION ON BACK.



1. DATES / AMOUNTS

May 21, 1997 \$5000

DATE PROBLEM OCCURRED: May 21, 1997

DATE PURCHASED: May 21, 1997 Leased

AMOUNT INVOLVED: \$5,000

2. COMPANY / CONSUMER INFORMATION

COMPANY NAME: Almaden Mazda Kia	CONSUMER NAME: [REDACTED]
STREET ADDRESS: 920 Capitol Expressway Auto Mall	STREET ADDRESS: [REDACTED]
CITY / STATE / ZIP: San Jose, CA 95136	CITY / STATE / ZIP: [REDACTED]
* PHONE #: (408) 723-8800	* PHONE #: [REDACTED]

3. WHAT IS YOUR COMPLAINT? (INCLUDE ANY PHOTOCOPIES OF CHECKS, CONTRACTS, ETC...)

I was charged too much for downpayment, wasn't told of other lease options, lied to about amount paid being against the law, was told my loan was approved after already signing on May 21, 1997 over the phone the next day, also after car repair the 1st time I requested a different car but was told it would cost me more. Repeated visits to dealership for car repairs and contract, which are two different agreements, only has my signature. Car is failing and has been totaled by AAA for poor batteries which have died each year.

WHAT SETTLEMENT WOULD YOU CONSIDER FAIR?

That I get a car that runs and the car of my choice.

SIGNATURE

DATE

5/2/00

For Written Inquiries:

PRIMUS Financial Services
Department 5580701
P O Box 55000
Detroit MI 48255-0607



Failure to include the lower portion of
this statement with your payment could
delay processing.



LEASE NUMBER	DESCRIPTION	AMOUNT	TAX	TOTAL
02-0016-190348 TERM: 60	97 KIA BASE RENT	201.32	16.61	217.93
PAYMENT DUE BY 11-21-99				
Send payment to: PRIMUS FINANCIAL SERVICES DEPT. 5560701 P.O. BOX 55000 DETROIT MI 48255-0607				
IF YOU DISPUTE THE AMOUNT NECESSARY TO SATISFY YOUR LEASE ACCOUNT IN FULL, SEND ALL COMMUNICATIONS REGARDING THIS DISPUTE AND RELATED PAYMENTS TO:		PRIMUS FINANCIAL SERVICES C/O CLOSE OUT CORRESPONDENCE P O BOX 681811 FRANKLIN TN 37068-1811		
Please retain this portion of the statement for your records. For customer inquiries, please call: 1-800-945-8000.				TOTAL 217.93

For Written Inquiries:

KIA Financial Services
Department 5560701
P O Box 55000
Detroit MI 48255-0607



Welcome to Kia Financial Services. You will notice a name change from PRIMUS Financial Services to Kia Financial Services. We will continue to offer you the same quality customer service you have been provided in the past.

LEASE NUMBER	DESCRIPTION	AMOUNT	TAX	TOTAL
12-0016-190348 ERM: 60	97 KIA BASE RENT	201.32	16.61	217.93
PAYMENT DUE BY 06-21-00				
Send payment to: KIA Financial Services 5560701 PO BOX 55000 DETROIT MI 48255-0607				
IF YOU DISPUTE THE AMOUNT NECESSARY TO SATISFY YOUR LEASE ACCOUNT IN FULL, SEND ALL COMMUNICATIONS REGARDING THIS DISPUTE AND RELATED PAYMENTS TO:		KIA Financial Services C/O CLOSE OUT CORRESPONDENCE P O BOX 681811 FRANKLIN TN 37068-1811		
Please retain this portion of the statement for your records. For customer inquiries, please call: 1-877-671-3114.				TOTAL 217.93

ERS-90 SERVICE CALL INQUIRY

Call 2808	Svc 2/07/98	CDF 73	Entry Pt 73	Entry Type C	Recip
Loc IFO 3381 BENTON ST/LAWRENCE EX	Tel 243	4653	408R		Rec : SEQ 20:01
PWY RES SANTA CLARA					Cbk :
V Des 97 RED	KIA	SOPHIA			React: 6GR 20:05
Tbl Cd 03	Tow Cd 0	Tow			10-5 : 6GR 20:04
Susp	Exc	Delay	D Tow		Disp : 6GR 20:04
MBR ADV 30 MIN					10-8 : 6GR 20:27
					10-97: 6GR 20:27
					10-97: :
					10-98: 00:00
- AMPS, MELISSA					10-98: 6GR 20:34
Suspense Updates:					Retd : 6GR 20:34
Sta 153 -7 Zn	Trk 101	Drvr 1512	JEFF D.	Spec Rate	DM R
				Reason Time	:00 OP ID Reason Cd
Tot Miles to Veh	Total Time	:00	Crtsg \$	Tow Miles over	
Name AMPS, MELISSA	Add				
M/S 130702294	Club	Date	AAA+	MMP 900	
Pri 6 Cbk	Canc	Pay Auth	S/A	CCD Mainframe available	
Status: PAID					



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Signature *[Signature]*

Dead Battery

ERG 90 SERVICE CALL INQUIRY									
Call 0531	Svc 10/16/98	CDF 69	Entry Pt 69	Entry Type C	Recip				
Loc 1200 FLEMING AVE			Tel 408	272	9407	Rec : 3MU	08 : 11		
STORY						Cbk :	:		
V Des 97	RED	KIA				React:	:		
Tbl Cd 03		Tow Cd 0	Tow	2336	EL CAMINO REAL	10-5 :	:		
Susp 4	Exc	Delay	D Tow			Disp : WHI	08 : 12		
EM Trouble code info changed. Original data: 8						10-8 : WHI	08 : 12		
						10-97: WHI	08 : 31		
						10-97: WHI	09 : 25		
						10-99: WHI	09 : 25		
						10-98: WHI	09 : 25		
						Retd : WHI	09 : 25		
Suspense Updates:									
Sta 251	-9	Zn E	Trk 225	Drvr 1	B, Sterling	Spec Rate	DM R		
						Reason Time	: 00	OP ID	Reason Cd
Tot Miles to Veh		Total Time		: 00	Crtisy \$	Tow Miles over			
Name AMPS, MELISSA			Add						
M/S 130702294			Club		Date	AAA+	MMP 900		
Pri 6	Cbk	Canc	Pay Auth	S/A	CCD Mainframe available				
Status: PAID						 			



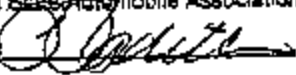
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California State Automobile Association
Signature *[Signature]*

dead battery

ERS-411 SERVICE CALL INQUIRY

Call 1276	Svc 10/16/98	CDF 69	Entry Pt 69	Entry Type C	Recip
Loc 1200 FLEMING AVE		Tel 408	272	9407	Rec : MWI 10:00
STORY					Cbk :
V Des 97 RED	KIA				React:
Tot Cd 03	Tow Cd 0	Tow 2336 EL CAMINO REAL			10-5 : WHI 10:00
Susp 4 Exc	Delay	D Tow			Disp : WHI 10:07
EM *trouble code info changed. Original data: 8					10-8 : WHI 10:08
ADVSD MBR TO LET CAR RUN FOR A WHILE B4 TURNING IT OFF..					10-97: WHI 10:33
					10-97:
					10-99: 00:00
-AMPS,MELISSA					10-98: WHI 10:50
Suspense Updates:					Retd : WHI 10:50
Sta 25 -7	Zn E	Trk 201	Drvr 22	F,Art	Spec Rate DM R
				Reasn Time	:00 OP ID Reasn Cd
Tot Miles to Veh	Total Time	:00	Crtsy \$	Tow Miles over	
Name AMPS,MELISSA	Add				
M/S 130702294	Club	Date	AAA+	MMP 900	
Pri 6	Cbk	Canc	Pay Auth	S/A	OCD Mainframe available
Status: PAID					 



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Signature 

Dead battery

EKS-90 SERVICE CALL INQUIRY									
Call 1979	Svc 10/16/98	CDF 69	Entry Pt 69	Entry Type C	Recip				
Loc 3081 N WHITE RD			Tel 408	272	9407	Rec : 1LE	11:53		
MCKEE RD						Chk :	:		
V Des 97 RED	KIA					React:	:		
Tbl Cd 05	Tow Cd 0	Tow	ALL TUNE..EL CAMINO			10-5 :	:		
Susp 4 Exc	Delay	D Tow				Disp : STU	11:55		
EM *Trouble code info changed. Original data: 8						10-8 :	:		
3rd call know she want a tow...						10-97: STU	12:14		
Trouble code info changed. Original data: 8						10-97:	:		
						10-99:	00:00		
- AMPS, MELISSA						10-98: STU	12:40		
Suspense Updates:						Retd : STU	12:40		
Sta 19 -0 Zn	Trk 126	Drvr 24	B, Dean	Spec Rate	DM R				
			Reason Time	:00 OP ID	Reason Cd				
Tot Miles to Vch	Total Time	:00	Crtsg \$	Tow Miles over					
Name AMPS, MELISSA	Add								
M/S 130702294	Club	Date	AAA+	MMP 900					
Pri 6 Chk	Canc	Pay Auth	S/A	CCD Mainframe available					
Status: PAID									



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unable to start

ERS-90 SERVICE CALL INQUIRY

Call 0082	Svc 9/23/99	CDF 69	Entry Pt 69	Entry Type C	Recip
Loc 1200 FLEMING AVE		Tel 408	272	9407	Rec : 2SE 05:58
STORY RD					Chk : :
V Des 97 RED	KIA	SEPHIA			React: :
Tbl Cd 03	Tow Cd 0	Tow			10-5 : TOL 06:01
Susp 4 Exc	Delay	D Tow			Disp : TOL 06:01
PTA DESK - REMOTE STATION - NO CB TO MBR BY PTA					10-8 : TOL 06:01
					10-97: :
					10-97: :
					10-99: 00:00
					10-98: TAL 06:44
					Retd : TAL 06:44
Suspense Updates:					
Sta 19 -0 Zn	Trk 128	Drvr 6	M,Ed	Spec Rate	DM R
			Reason Time	:00 OP ID	Reason Cd
Tot Miles to Veh	Total Time	:00	Crtisy \$	Tow Miles over	
Name AMPS,MELISSA	Add				
M/S 130702294	Club	Date	AAA+	MMP 900	
Pri 6	Chk	Canc	Pay Auth	S/A	CCD Mainframe available
Status: PAID					

dead battery



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California State Automobile Association
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ERS-90 SERVICE CALL INQUIRY

Call 7258	Svc 9/23/99	CDF 69	Entry Pt 69	Entry Type C	Recip
Loc 1200 FLEMING AVE		Tel 408	272	9407	Rec : BJO 10:19
STORY RD					Chk : :
V Des 97 RED	KIA	SEPHIA			React: :
Tbl Cd 10 10	Tow Cd 1	Tow	ALMANDEN MAZDA KIA D		10-5 : :
Susp 4 Exc	Delay	D Tow			Disp : 257 10:21
EM*PTADESK-REMOTE STATION-NO CB TO MBRBYPTA					10-8 : 257 10:45
starter					10-97: 257 10:45
					10-97: :
					10-99: 257 11:14
					10-98: PSI 12:17
					Retd : PSI 12:17
-AMPS,MELISSA					
Suspense Updates:					
Sta 25 -7	Zn E	Trk 218	Drvr 23	Andy	Spec Rate DM R
				Reason Time	: 00 OP ID Reason Cd
Tot Miles to Veh 9.0		Total Time	: 00	Crtisy \$	Tow Miles over
Name AMPS,MELISSA		Add			
M/S 130702294		Club	Date	AAA+	MMP 900
Pri 6	Chk	Canc	Pay Auth	S/A	CCD Mainframe available
Status: PAID					ERS-90

Tow



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ERS-90 SERVICE CALL INQUIRY									
Call 0343	Svc 2/27/00	CD# 69	Entry Pt 69	Entry Type C	Recip				
Loc 1200 FLEMING AVE	Tel 408 272 9407			Rec : WRE 07:59					
*STORY RD				Cbk :					
V Des 97 RED	KIA	SEPHIA	CA		React:				
Tbl Cd 03	Tow Cd 0	Tow			10-5:3DA 08:00				
Susp	Exc	Delay	D Tow		Disp : 257 08:01				
Jump				10-8:257 08:07					
xxx Advised On Air (A.O.A.) xxx				10-97:257 08:19					
				10-97:257 08:19					
				10-99: 00:00					
				10-98:257 08:31					
				Retd : 257 08:31					
Suspense Updates:									
Sta 25 -7	Zn E	Trk 200	Drvr 32	H,Rodney	Spec Rate	DM R			
				Reason Time	:00	OP ID	Reason Cd		
Tot Miles to Veh 9.0		Total Time :00	Crtsg \$	Tow Miles over					
Name AMPS,MELISSA		Add							
M/S 130702294		Club	Date	AAA+		MMP 900			
Pri 6	Cbk	Canc	Pay Auth	S/A	CCD Mainframe available				
Status: PAID				 					



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 California State Probation Association
 Signature *[Signature]*

Dead battery