

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 241 Date Received 12-JAN-2001 Reference No. 878153	
OWNER INFORMATION (Type or Print) [Redacted]			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input type="checkbox"/> 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. (V.N.) (Located at bottom of windshield on driver's side) KNDJA7237Y5618478	Vehicle Mak KIA	Vehicle Mode SPORTAGE	Vehicle Year 2000
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name City _____ State _____ Zip Code _____	Engine Siz (CID/CC/L) _____ No Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel injectio
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengers side Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
		Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Util <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle
			Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up <input checked="" type="checkbox"/> Truck
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 12110000 08310000	Part Name(s) INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG ELECTRICAL SYSTEM:WIRING:HARNES:FRONT:UNDERHOOD	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 4	Date(s) of Failure(s) 14-MAR-2000 Mileage at Failure(s) 18000 Vehicle Speed at Failure(s) _____	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalitie
		Estimated Property Damag	Reported to Polic <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
AIR BAG LIGHT KEEPS COMING ON, VEHICLE BEEN IN DEALER SHOP ON FOUR OCCASIONS FOR REPAIRS; EACH TIME DEALER WOULD INFORM CONSUMER REPAIRS WERE COMPLETED, AND EACH TIME AIR BAG LIGHT WOULD COME BACK ON. CURRENTLY, WIRING HARNES WAS REPLACED, BUT AIR BAG CHECK LIGHT WOULD NOT COME ON UPON STARTING VEHICLE. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *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.			

MR. AND MRS. [REDACTED]

January 31, 2001

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

Dear Kia Consumer Assistance Center,

My wife and I are writing you as outlined in our consumer warranty and information manual. On November 20, 1999 we purchased a new 2000 Kia Sportage 4x4 from Terre Haute Ford Inc 4501 S. U.S. Hwy 41 Terre Haute IN 47802 ph (812)234-4831. The total purchase price was \$18,381.50 U.S. dollars carrying a VIN# of KNDJA7237Y5618478 and having a total # of miles of 23.

Four months after purchase we started experiencing problems with our air bag warning light flashing on and off. We then returned the vehicle to the dealership in which we purchased it from to have it repaired. They repaired it as shown in the service invoice that we have enclosed dated 03-14-00. One day short of exactly four months later (07-13-00) our vehicle was once again in the dealership for repair due to the air bag warning light flashing on and off you will find a copy of this invoice also enclosed. Three and one half months later (10-26-00) our vehicle was once again at the dealership for the same problem of the air bag light flashing on and off this invoice is also enclosed. Being the third attempt to rectify this problem I truly hoped it would no longer be a burden. Then for the fourth time two and one half months later (01-11-01) our vehicle was in the dealership because of the air bag warning light flashing on and off. The next day after the return of the vehicle to me from the dealership the air bag light was not coming on at all not even when I would first start the engine like when the engine light, oil light, and the other system sensory warning lights first do at start up. This brings the thought that perhaps the dealership disconnected the air bag or warning light. I then called the dealership and spoke with the service mgr Doug and he said that I would have to bring the vehicle back to the dealership and this only being the next day. It is my understanding that according to the repair invoices each time the vehicle was being serviced for this ongoing problem a different aspect of the system was replaced so one may come to the conclusion that the total air bag restraint system is dysfunctional and unreliable rendering this perhaps particular vehicle unsafe. I feel that this unsafe aspect of this vehicle is double sided and fear that the air bags may deploy while driving thus causing an accident or an even worse scenario being involved in an accident and the air bag restraint system not deploying.

I am very disturbed by this situation not only for my safety but for the safety of my wife and our two children along with the disappointment in purchasing a new vehicle and having this much trouble with it after all that is why we chose to buy a new vehicle for the dependability and safety neither in witch we have experienced.

A few other minor things have been wrong with the vehicle as in the air conditioning system was never charged at the factory this invoice is also enclosed along with air leaks, air conditioner dripping water on the floor on the passenger side, the air leaks and water dripping air conditioner is still a problem.

In accordance with the Indiana Attorney General Consumer Protection Division 402 West Washington Street Indiana Government Center South Fifth Floor Indianapolis Indiana 46204 and the U.S. Department of Transportation National Highway Traffic Safety Administration 400 Seventh St. S.W. Washington D.C. 20590 Prior to 18 months or 18,000 miles and four repair attempts the manufacturer has thirty days to accept the return of this vehicle and at my option either refund the monies paid for the vehicle or a replacement vehicle. My wife and I feel at this time that it would be in our best interest to request a full refund of the vehicles purchase price enclosed is a copy of the purchase invoice.

I regret that this problem could not be rectified by repair and truly hope that this is an isolated dysfunctional safety incident and not one that is common or wide spread as was found to be the case with Bridgestone tires.

Thank you for your cooperation in this matter,

Mr. and Mr. 

P.S. Enclosed is a copy of page 42 of my warranty and consumer information manual you will find that if you phone the 1-800-455-5100 # for Council of Better Business Bureaus you will be directed to call another number of 1-800-400-talk (8255)
And if you then call this phone number you will reach a solicitation for live phone sex. My wife found this to be very offensive.

INVOICE

TERRE HAUTE



INCORPORATED

5000

DEAL. NO. 2913

4501 SOUTH US 41 • TERRE HAUTE INDIANA 47802

SALE TO
ADDRESS
CITY

SALESMAN TRACI M. BISHOP

DATE 11/20/99
STOCK #K1171

DESCRIPTION

PHONE NUMBER

(812)446-1525

1-NEW 2000 KIA SPORTAGE 4DR 4X4 VIN# KNDJ8A237795612476

LIST

18354.00
N/A

TRADE-IN: 1-1998 DODGE NEON
VIN# 1B3ES27C2TD648604

TRADE

18354.00

DIFF.

3954.00

DOC. FEE

12400.00

TAX

27.50

620.00

13047.50

DOWN PMT.

N/A

FACTORY REBATE

N/A

1300.00

12047.50

N/A

TOTL.

12047.50

NO PUBLIC LIABILITY INSURANCE
ISSUED WITH THIS TRANSACTION
DISCLAIMER WARRANTIES
THIS SELLER

Herein expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability, or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.
This information you see on the window form (Buyer's Guide) for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract sale. (If Applicable)

RECEIPT FOR INVOICE ACKNOWLEDGED

LENDER FORD MOTOR CREDIT

This vehicle that all identifying numbers on said vehicle agree with those on the card of Title or Statement of Origin
Agent

KIA

To assist you the Customer Assistance Center will ask for the following information.

- Your name, address, and telephone number.
- Vehicle identification number (on dashboard and on label installed on the driver's door).
- Date of purchase.
- Current odometer reading.
- Your Kia dealership's name.

Or you can write to Kia with the above information at:

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

949-470-7000

STEP 3:

In the event that you believe Kia has been unable to satisfactorily address the concern, a special alternative resolution program called AUTO LINE is available to you. This independent agency is run by the Council of Better Business Bureaus and is provided at no cost to you. You may contact them at:

AUTO LINE
 Council of Better Business Bureaus
 4200 Wilson Blvd.
 Arlington, VA 22203
 (800) 455-5100

703-276-0100

703-276-0100
 fax
 42

The purpose of the AUTO LINE program is to help you resolve your problem. The AUTO LINE program staff will record the details of your complaint and make suggestions for resolving the problem. If you accept the decision of the arbitration panel, you will have the opportunity to seek remedies, which may include a refund or replacement of your vehicle. If you do not accept the decision, you may still be able to seek remedies, which may include a refund or replacement of your vehicle. The AUTO LINE program is still available to you. The AUTO LINE program is run by the Council of Better Business Bureaus and is provided at no cost to you. You may contact them at:



TERRE HAUTE FORD
TERRE HAUTE KIA
 4501 S. US 41 • (812) 234-4831
 TERRE HAUTE, INDIANA 47802



CLERK/STAFF NO 8481	ADDRESS MARK E MINNIS 2084	TAG NO 582	INVOICE DATE 03/14/00	INVOICE NO KICS22085
	ASSOCIATE	DEPARTMENT	SALES	STOCK NO
	YEAR MAKE MODEL 00KIA/SPORTAGE/SPORTAGE 4X4	PLATE 346C	DELIVERY DATE 11/20/96	DELIVERY WREP 23
	VEHICLE ID NO KNDJA7237Y5618478		SALES DEPARTMENT	PRODUCTION DATE
	T.E. NO.	P.D. NO.	A.O. DATE 02/10/00	REPRINT# 1
COMMENTS				

LABOR	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB# 1 CHARGES					
J# 1 00F02			QUICK SERVICE CUSTOMER REQUESTS LOF PERFORMED LOF	TECH(S): 8741	WARRANTY
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	0F63R-14-302	OIL FILTER		
	5	5W30B	BULK OIL		
				TOTAL - PARTS	0.00
JOB# 1 TOTALS					0.00
JOB# 2 CHARGES					
J# 2 66F0208			CONSOLE TRAY IN CONSOLE FALLS OUT REPLACED TRAY IN CENTER CONSOLE	TECH(S): 4698	WARRANTY
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	0K08X-84-420896	CONSOLE ASSY-CT		
				TOTAL - PARTS	0.00
JOB# 2 TOTALS					0.00
JOB# 3 CHARGES					
J# 3 66F0201			INT TRIM CONCERN CUSTOMER STATES THERE IS AN AIR LEAK IN THE DRIVERS SIDE REPLACED ORIGINAL WEATHERSTRIP	TECH(S): 4698	WARRANTY
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	0K01R-59-770A	DRTP WNSTP. LH		
				TOTAL - PARTS	0.00
JOB# 3 TOTALS					0.00
JOB# 4 CHARGES					
J# 4 96F02			BODY REPAIR CUSTOMER WOULD LIKE YOU TO ORDER TOUCH UP PAINT? FOR HIM ORDERED PAINT	TECH(S): 8741	0.00
JOB# 4 TOTALS					0.00

DISCLAIMER OF WARRANTIES
 The Seller, herein expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle or product.

TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE.

I hereby authorize all such repair work including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 2% per month (which is an annual percentage rate of 24%) computed from the date of such repair. In the event I fail to pay any such repairs, in the event I fail to pay any such amount due you, I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.



TERRE HAUTE FORD
TERRE HAUTE KIA
 4501 S. US 41 • (812) 234-4831
 TERRE HAUTE, INDIANA 47802



BUYER/SALES NO. 9481	ADVISOR MARK E MINNIS 2084	FAV. NO. 567	ADDRESS DATE 11/14/00	INVOICE NO. K10622085
	LABOR RATE	LICENSE NO.	COUP.	SECURITY
			RELEASE 3460	
	YEAR MAKE / MODEL 00/KIA/SPORTAGE/SPORTAGE 4X4	DELIVERY DATE 11/20/00	DELIVERY MILE 23	
	VEHICLE ID NO. KN0JA7237Y5B18478	RETURN DEALER NO.	PRODUCTION DATE	
	R. O. F. NO.	R. O. NO.	R. O. DATE 02/10/00	REPRINT # 1
	COMMENTS			

LABOR: J# 5+52F0212 SUP RESTRAINT SYS TECH(S): 4698 WARRANTY

AIR BAG LIGHT ON
 PULLED CODES, PERFORMED PIN POINT TEST, REPLACED AIR BAG MOD
 ULE. FIXED LOOSE P/N CONNECTION

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	JK0AL-57-450-96	AIR BAG MODULE		0.00
TOTAL PARTS					0.00
JOB# 5 TOTALS					0.00
TOTALS					0.00

 * [] CASH [] CHECK CK. NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMEX EXPRESS [] OTHER [] CHARGE *

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

DISCLAIMER OF WARRANTIES
 The Seller, herein expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle or product.
TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE.
 I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 2% per month (which is an annual percentage rate of 24%) computed from the date of such repairs. In the event I fail to pay any such repair bill in the event I fail to pay any such amount due you I agree that your party of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An Express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

THANK YOU FOR YOUR BUSINESS

CUSTOMER SIGNATURE _____
 DUPLICATE INVOICE
 TERRE HAUTE, INDIANA 47802



TERRE HAUTE FORD
TERRE HAUTE KIA
 4501 S. US 41 • (812) 234-4831
 TERRE HAUTE, INDIANA 47802



CUSTOMER NO. 9481	ADVISOR TAMMY L. STEWART 2319	TAG NO. 497	INVOICE DATE 08/15/00	INVOICE NO. K1CS25001
	LABOR RATE	LICENSE NO.	RELEASE 8909	COLOR
	YEAR / MAKE / MODEL 00/KIA/SPORTAGE/SPORTAGE 4X4	DELIVERY DATE 11/20/99	DELIVERY MILE 23	
	VEHICLE ID. NO. KNOJA7237Y561B47B	SELLER DEALER NO.	PRODUCTION OR L	
	P. T. Z. INC.	P. O. NO.	R. O. DATE 08/15/00	
	COMMENTS			

JOB# 1 CHARGES

LABOR	QUICK SERVICE	TECH(S): 2132	WARRANTY		
J# 1 00FCZ	A/C DOES NOT WORK, DOES NOT EVEN COME ON. CHECKED A/C. FOUND NO REFRIGERANT IN SYSTEM. NO HEAD PRES. SURE. INJECTED DYE AND CHARGED. STILL INOP. FOUND A/C BUT. TON CIRCUIT INOP. CHECKED CONNECTIONS & VOLTAGE IN DASH & FOUND A/C BUTTON OPEN CIRCUIT. FIXED A/C. NO LEAKS FOUND.				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	164 R27	AC DYE		
	25	KA 19	R134A A/C REFR		
				TOTAL - PARTS	0.00
JOB# 1 TOTALS				JOB# 1 JOURNAL PREFIX KICS	JOB# 1 TOTAL 0.00

COMMENTS
 DELETED OPERATION(S)
 00FOZ999 PERFORM MULTI POINT

TOTALS

<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK	<input type="checkbox"/> NO.	<input type="checkbox"/> DISCOUNT	TOTAL LABOR	0.00
<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> DISCOUNT	<input type="checkbox"/> DISCOUNT	TOTAL PARTS	0.00
<input type="checkbox"/> AMER EXPRESS	<input type="checkbox"/> OTHER	<input type="checkbox"/> CHARGE		TOTAL TAX	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX	0.00
				TOTAL INVOICE	0.00

THANK YOU FOR YOUR BUSINESS!!!

CUSTOMER SIGNATURE _____

DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES

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

TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE.

I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 2% per month (which is an annual percentage rate of 24%) computed from the date of such repairs. In the event I fail to pay any such repairs, in the event I fail to pay any such amount due you I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle, in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.



TERRE HAUTE FORD
TERRE HAUTE KIA
 4501 S. US 41 • (812) 234-4831
 TERRE HAUTE, INDIANA 47802



CUSTOMER NO. 8491	ADVISOR EMITE 8636	TAX NO. 236	INVOICE DATE 07/13/00	INVOICE NO. K1CS25588
	LABOR RATE	PERCENT	COLOR 10532	STOCK NO.
	YEAR / MAKE / MODEL 00/KIA/SPORTAGE/SPORTAGE 4X4		DELIVERY DATE 11/20/99	DELIVERY MILES 23
	VEHICLE ID NO. KNDJA7237Y6618479		SELLING DEALER NO.	INSPECTION DATE
	A.T.E. NO.	P.O. NO.	R.O. DATE 07/11/00	
COMMENTS				

JOB# 1 CHARGES

LABOR
 J# 1 21F0201 A/C CONCERN TECH(S):4698 WARRANTY
 WATER COMING IN ON FLOOR BOARD FROM A/C DRAIN
 REMOVED GLOVE BOX HOUSING, REMOVED EVAPORATOR AND UNCLOGGED DRAIN.

JOB# 2 CHARGES

LABOR
 J# 2 51F0201 BODY ELECT CONCERN TECH(S):4698 WARRANTY
 CLOSED GLOVE BOX AND AIR BAG CAME ON RETRIEVED CODE 64, SCAM PRO OP. R/R AIR BAG FOR ACCESS. CHECKED GROUNDS, HIGH RESISTANCE IN WIRE CIRCUIT. FOUND WIRING CRIMPED, BELIEVE DASH AND FRON CAUSING HIGH RESISTANCE. HOT TO LOOSEN DASH AND FIX WIRING.

TOTALS

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

* [] CASH [] CHECK CK NO []	TOTAL LABOR	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL PARTS	0.00
* [] AMEX [] OTHER [] CHARGE	TOTAL SUBLET	0.00
	TOTAL G.O.S.	0.00
	TOTAL MISC CHG	0.00
	TOTAL MISC DES	0.00
	TOTAL TAX	0.00
	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!

DISCLAIMER OF WARRANTIES

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

TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE

I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs. Any unpaid balance shall bear interest at the rate of 2% per month (which is an annual percentage rate of 24%) computed from the date of such repairs. In the event I fail to pay any such repairs, in the event I fail to pay any such amount due you I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

CUSTOMER SIGNATURE _____

DUPLICATE INVOICE

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE]

18:42:58



TERRE HAUTE FORD
TERRE HAUTE KIA
 4501 S. US 41 • (812) 234-4831
 TERRE HAUTE, INDIANA 47802



CUSTOMER NO 9481	ADDRESS TAMMY L STEWART 2318	TAG NO 544	INVOICE DATE 10/20/89	INVOICE NO K1C827764
	LABOR RATE	LICENSE NO	IN LEASE 14884	STOCK NO
	YEAR MAKE MODEL 00/KIA/SPORTAGE/SPORTAGE 4X4	VEHICLE ID. NO KNOJA7237Y6618478	DELIVER DATE 11/20/89	DELIVER MILE 23
	FF F NO.	P. D. NO.	# 3 DATE 10/12/00	PRODUCTION DATE
COMMENTS				

JOB# 1 CHARGES

LABOR
 J# 1 51F0Z01 BODY ELECT CONCERN TECH(S):4698 WARRANTY
 AIR BAG LIGHT IS FLASHING
 HI SCAM DIAGNOSIS, CODE 64, PASSENGER AIR BAG HIGH
 RESISTANCE, REPLACED PASSENGER SIDE AIR BAG,
 ALL OKAY AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	UK04L-57-K50-96	MODULE, AIRBAG, P		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 J# 2-52F0Z03 SOUND SYSTEM TECH(S):4698 WARRANTY
 LEFT DOOR SPEAKER INOP
 REMOVED TRIM PANEL, DIAGNOSIS, ORDERED SPEAKER

JOB# 2 TOTALS
 JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
 J# 3-51F0Z02 AIR LEAK IN DRIVERS DOOR TECH(S):4698 WARRANTY
 TEST DROVE, ADJUSTED DOOR, ADJUSTED LATCH,
 ALL OKAY AT THIS TIME

JOB# 3 TOTALS
 JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
 J# 4-21F0Z AIR CONDITIONING TECH(S):4698 WARRANTY
 WATER FROM A/C DRIPS ON FLOOR
 DIAGNOSIS, FOUND DRAIN WORKING FINE, PROBLEM
 IS WATER CONDENSATION IS BUILDING UP ON DRAIN
 TUBE AND DRIPPING INSIDE CAR, WRAPPED PIP IN TAPE
 TO REPAIR. ALL OKAY AT THIS TIME, NO LABOR OPERATION

JOB# 4 TOTALS
 JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

DISCLAIMER OF WARRANTIES

The Seller, herein expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumed nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle or product.

TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE.

I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 2% per month (which is an annual percentage rate of 24%) computed from the date of such repairs. In the event I fail to pay any such repairs. In the event I fail to pay any such amount due you, I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.



TERRE HAUTE FORD
TERRE HAUTE KIA
 4501 S. US 41 • (812) 234-4831
 TERRE HAUTE, INDIANA 47802



CUSTOMER NO 9481	ADDRESS TAMMY L STEWART 2318	TRAC NO 544	INVOICE DATE 10/26/00	INVOICE NO. K1CS27784
	LAORR RATE	LOBOR NO	MAORR NO 14684	CALLUP
	YEAR MAKE MODEL 00/KIA/SPORTAGE/SPORTAGE 4X4	DELIVERY DATE 11/20/99	DELIVERY MILES 23	STOCK NO
	VEHICLE NO. KNQJA7237Y5818478	SE-LIN) MAORR NO	PRODUCTION DATE	
	V. T. E. NO.	F. O. NO.	A. O. DATE 10/12/00	
COMMENTS				

TOTALS

* [] CASH [] CHECK CK NO. []	TOTAL LABOR.....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL PARTS.....	0.00
* [] AMEX EXPRESS [] OTHER [] CHARGE	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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

TERRE HAUTE, INDIANA 47802

DISCLAIMER OF WARRANTIES

The Seller, herein expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE.

I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 2% per month (which is an annual percentage rate of 24%) computed from the date of such repairs. In the event I fail to pay any such repairs. In the event I fail to pay any such amount due you, I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.



TERRE HAUTE FORD
TERRE HAUTE KIA
 4501 S. US 41 • (812) 234-4831
 TERRE HAUTE, INDIANA 47802



CUSTOMER NO 9481	ADVISOR TAMMY L. STEWART 2318	FAB NO. 879	INVOICE DATE 01/20/01	INVOICE NO. K1CS30075
	LAUNCH RATE	LICENSE NO.	WALLAGE 18759	DEALER
	YEAR / MAKE / MODEL 2001 KIA SPORTAGE SPORTAGE 4X4	DELIVERY DATE 11/20/00	DELIVERY MILES 23	
	VEHICLE NO. NO. KNDJA7237Y661847B	SELL-PRO DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	R.C. NO.	J.L.O. DATE 01/20/01	
COMMENTS				

JOB# 1 CHARGES

LABOR
 JF 1 51F0201 BODY ELECT CONCERN TECH(S): 4698 INTERNAL
 AIR BAG LIGHT DOES NOT COME ON WHEN TURN KEY ON
 FIXED LOOSE CONNECTOR UNDER DASH

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

TOTALS

 * [] CASH [] CHECK * TOTAL LABOR ... 0.00
 * [] VISA [] MASTERCARD [] DISCOVER * TOTAL PARTS ... 0.00
 * [] AMER EXPRESS [] OTHER [] CHARGE * 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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

TERRE HAUTE, INDIANA 47802

DISCLAIMER OF WARRANTIES

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

TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE.

I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 2% per month (which is an annual percentage rate of 24%) computed from the date of such repairs. In the event I fail to pay any such repairs. In the event I fail to pay any such amount due you I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.