

PE19-004
KIA
6/28/2019
DEFECT A
CA FILES
SPORTAGE

2017 SPORTAGE_ACCIDENT
SCRIPTS_ALLEGED DEFECT
A_EXPANDED SCOPE

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

Fox Rental car

A-2) Who was driving the vehicle or who was the last person to drive the vehicle?

Customer [REDACTED]

A-3) What is the age of the driver?

[REDACTED]

A-4) How many other passengers were in the vehicle?

not sure

A-5) Where was each passenger sitting in the vehicle & what is each person's name and age?

not sure

A-6) Were there any objects in the luggage compartment, passenger compartment, being towed, or

not sure

B-1) What was the date & time of the incident?

06/15/2017 01:58:00

B-2) What time was 911 called?

Not sure

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

Fox Renta Car

A-2) Who was driving the vehicle or who was the last person to drive the vehicle?

[REDACTED]

A-3) What is the age of the driver?

62

A-4) How many other passengers were in the vehicle?

Just Myself

A-5) Where was each passenger sitting in the vehicle & what is each person's name and age?

N/A

A-6) Were there any objects in the luggage compartment, passenger compartment, being towed, or

I had luggage.

B-1) What was the date & time of the incident?

06/14/2017 07:00:00

B-10) Describe all structures and/or vehicles involved & any damage that occurred to each one.

None

B-2) What time was 911 called?

Around 5:00PM

B-3) Describe the road & weather conditions at the time of the incident.

Clear sunny

B-4) Were there any injuries (describe injuries)?

Physically No

B-5) Describe the incident in detail including when & where the burning smell, smoke, and fire were

I was driving and a vehicle behind me honked the horn. I heard a pop. I looked in my rearview mirror and that's when I saw black smoke. The fire was underneath. So people were able to put fire out with water.

B-6) Was the engine on, off or in accessory mode?

Engine on

B-7) Were any warning lights on or recent service done prior to the incident?

No

B-8) Have there ever been any aftermarket accessories installed on the vehicle?

No

B-9) What is the closest address or cross streets, city, and state to where the incident happened?

On highway 90 the closest exit was US-65

C-1) Which fire agency responded?

Unknown

C-2) What is the fire report number?

Unknown

D-1) Where is the vehicle now?

Is currently at the dealer

D-2) Have any repairs been completed?

No

D-3) Was the insurance company contacted?

I got extra insurance.

D-4) Have you settled with the insurance company?

The rental company is taking care of this

Accident Report

Case [REDACTED]

Report Details

A-1) Who owns the vehicle?

[REDACTED]

A-2) Who was driving the vehicle or who was the last person to drive the vehicle?

[REDACTED]

A-3) What is the age of the driver?

60

A-4) How many other passengers were in the vehicle?

No

A-5) Where was each passenger sitting in the vehicle & what is each person's name and age?

NA

A-6) Were there any objects in the luggage compartment, passenger compartment, being towed, or

NO

B-1) What was the date & time of the incident?

02/13/2018 23:15:00

B-10) Describe all structures and/or vehicles involved & any damage that occurred to each one.

NA

B-2) What time was 911 called?

Yes

B-3) Describe the road & weather conditions at the time of the incident.

Sunny and Dry, minimal traffic

B-4) Were there any injuries (describe injuries)?

No

B-5) Describe the incident in detail including when & where the burning smell, smoke, and fire were

No

B-6) Was the engine on, off or in accessory mode?

Off

B-7) Were any warning lights on or recent service done prior to the incident?

No

B-8) Have there ever been any aftermarket accessories installed on the vehicle?

No

B-9) What is the closest address or cross streets, city, and state to where the incident happened?

Highway 19 Clearwater, FL

C-1) Which fire agency responded?

NA

C-2) What is the fire report number?

NA

D-1) Where is the vehicle now?

Dealership

D-2) Have any repairs been completed?

No

D-3) Was the insurance company contacted?

No

D-4) Have you settled with the insurance company?

No

D-5) What action are you requesting of Kia?

I want a new car

PE19-004
KIA
6/28/2019
DEFECT A
CA FILES
SPORTAGE

2017 SPORTAGE_CA
REPORTS_ALLEGED DEFECT
A_EXPANDED SCOPE

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
3101	3101 FOX REN 3101	KNDPMCAC9H7			7.841
Auburn	, WA, 98002	Prod. Date: 07/28/2016	Dealer: WA035 Sunset KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Case History

Dealer : SUNSET KIA

Technician : Scott Varnholtz

Service Manager :

Dealer Phone :

DPSM : Mark White

Vehicle Model : SPORTAGE LX AWD AUTO

Model Year : 2017

Mileage : 7841

Initial comments by Technician found in TL Case # :

[Problem Description]

Customer states vehicle caught on fire.

[Diagnostics Performed]

Verified vehicle caught on fire. Found large pieces of a connecting rod laying on belly pan then found a large hole a cyl#3. Underside of vehicle caught on fire melting the fuel lines and all plastic trim pieces and fuel tank and coupling connector exhaust looks damaged. The down converter got on fire also. this is a Fox Rent A Car.

*** Assigned to WIPBin Inbox (daily) of Christine Wilkins on 06/24/2017 07:06:16 (PST)

*** Phone - Call - Outbound commitment created on 06/26/2017 11:27:35 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 06/28/2017 and created by Christine Wilkins ***

*** Phone - Call - Outbound commitment fulfilled on 06/27/2017 19:58:58 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 06/28/2017 closed by Christine Wilkins ***
dispatched

*** 06/27/2017 19:59:18 (GMT-05:00) Eastern Time (US & Canada) ***

Assigned to WIPBin Default of Morgan Morgan by Christine Wilkins

Reason:

*** 06/30/2017 14:47:44 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin = Default to Queue KCAC SA\TL by Morgan Morgan

Reason:

*** 07/07/2017 07:04:56 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue KCAC SA\TL to WIPBin SA\TL by Aimee McFarlane

*** 07/07/2017 07:05:45 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIP SA\TL to Queue by Morgan Morgan

*** Phone - Call - Inbound created on 08/02/2017 15:02:57 (GMT-07:00) Arizona and created by Amanda Cromer

wrt called cust @ () No mailbox, no VM

*** Phone - Call - Inbound created on 08/02/2017 15:03:54 (GMT-07:00) Arizona and created by Amanda Cromer

wrt called WA035 @ (253) 939-4507:

Donna from svc states:

1. Fox Rentals, Chris Rivera- at 5102544402, 5107722106

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
3101 3101 FOX REN 3101		KNDPMCAC9H7			7 841
Auburn , WA, 98002		Prod. Date: 07/28/2016		Dealer: WA035 Sunset KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

wrt states:

1. thanked and ended call

*** Phone - Call - Inbound created on 08/02/2017 15:29:35 (GMT-07:00) Arizona and created by Amanda Cromer ***

wrt called cust @ [REDACTED] LVM

1. Introduced self
2. adv cust calling to follow up on veh
3. adv cust to call back with further questions or concerns
4. gave case#, KCA#

*** Phone - Call - Outbound commitment created on 08/02/2017 15:31:35 (GMT-07:00) Arizona with Commitment Date 08/03/2017 and created by Amanda Cromer ***

*** Phone - Call - Outbound created on 08/02/2017 15:31:02 (GMT-07:00) Arizona and created by Amanda Cromer ***
NA

*** Phone - Call - Outbound commitment fulfilled on 08/03/2017 10:11:40 (GMT-07:00) Arizona with Commitment Date 08/03/2017 closed by Amanda Cromer ***

*** Phone - Call - Inbound created on 08/03/2017 10:11:51 (GMT-07:00) Arizona and created by Amanda Cromer ***

wrt called cust @ [REDACTED]

1. introduced self
2. adv cust following up on veh concern
3. took script

Chris states:

1. I don't know much information as i wasn't there
2. provided cust info of Diana Anderson, (323) 273-1056
3. I will try to get as much information as i can and call you back

wrt state:

1. thanked
2. adv cust will contact Diana Anderson
3. asked cust where is veh currently?

cust states:

1. veh is currently at Sunset Kia waiting to be inspected.
2. no repairs have been completed at this time
3. I believe our company contacted our insurance company, customer didn't purchase insurance through us, but i would need to confirm that .

wrt states:

1. thanked
2. provided case#, KCA#, ext#, thanked and ended call

*** 08/03/2017 12:54:25 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
3101	3101 FOX REN 3101	KNDPMCAC9H			7.841
Auburn	, WA, 98002	Prod. Date: 07/28/2016		Dealer: WA035	Sunset KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Reason:

*** Phone - Call - Outbound created on 08/03/2017 13:04:40 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted svc adv Donna:

1. please send photos of the vehicle.
2. And any descriptors of the concern.
3. is there a hole in the block?

Donna replied;

1. yes, there is.

Wrt replied:

1. If you are able to get the photos in today, I will be able to review with the engineers tomorrow.
2. You can attach them to the T/L case.

*** Phone - Call - Inbound commitment created on 08/03/2017 13:05:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/04/2017 and created by Ryan Ristow ***

*** Phone - Call - Outbound created on 08/03/2017 13:41:53 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted renter Diane:

1. ran fire script.

*** Phone - Call - Outbound created on 08/03/2017 13:42:17 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted Chris with Fox rent a car;

1. The case is under review.
2. I will contact with an update.
3. Feel free to call me with any questions.

Chris replied;

1. Great, thank you.

*** 08/03/2017 13:46:00 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Phone - Call - Inbound commitment created on 08/03/2017 13:05:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/08/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment created on 08/03/2017 13:05:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/07/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 08/07/2017 13:14:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/07/2017 closed by Ryan Ristow ***

Wrt requested the photos.

*** Phone - Call - Inbound commitment created on 08/07/2017 13:14:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/08/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment created on 08/07/2017 13:14:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/09/2017 and created by Ryan Ristow ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
3101	3101 FOX REN	3101	KNDPMCAC9H		7.841
Auburn	, WA, 98002	Prod. Date:	07/28/2016	Dealer:	WA035 Sunset KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound commitment fulfilled on 08/09/2017 14:43:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/09/2017 closed by Ryan Ristow ***
Wrt requested the photos.

*** Phone - Call - Inbound commitment created on 08/09/2017 14:43:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/11/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment created on 08/09/2017 14:43:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/14/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment created on 08/09/2017 14:43:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/15/2017 and created by Ryan Ristow ***
Wrt requested the photos from the dealer.

*** Phone - Call - Inbound commitment fulfilled on 08/15/2017 16:01:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/15/2017 closed by Ryan Ristow ***
Requested photos.

*** Phone - Call - Inbound commitment created on 08/15/2017 16:01:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/17/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 08/16/2017 08:00:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/17/2017 closed by Ryan Ristow ***
Photos received.

*** Others - Others commitment created on 08/16/2017 08:00:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/18/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 08/18/2017 13:45:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/18/2017 closed by Ryan Ristow ***
Wrt reviewed with KMA engineers.

*** Others - Others commitment created on 08/18/2017 13:45:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/22/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 08/22/2017 15:21:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/22/2017 closed by Ryan Ristow ***
Wrt reviewed with the KMA engineers.

*** Phone - Call - Outbound commitment created on 08/22/2017 15:21:57 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2017 and created by Ryan Ristow ***

*** Email - External Email Sent commitment fulfilled on 08/23/2017 09:53:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2017 closed by Ryan Ristow ***
Hi Donna,

I was able to review the photos with the engineers and they requested a few more things.

1. Can you check the oil and take a photo of the dip stick.
2. Can you place a wrench on the crank bolt and see if you can start the engine.
3. Can you check for any holes in the block.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
3101	3101 FOX REN	3101	KNDPMCAC9H7		7 841
Auburn	, WA, 98002	Prod. Date:	07/28/2016	Dealer:	WA035 Sunset KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Let me know if you have any questions.

Best,

*** Phone - Call - Inbound commitment created on 08/23/2017 09:53:15 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/24/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 08/23/2017 12:34:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/24/2017 closed by Ryan Ristow ***
Svc Mgr contacted wrt;

Here are pictures of the dipstick,
Engine will not turn
there are 8 holes in block.

*** Others - Others commitment created on 08/23/2017 12:35:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/25/2017 and created by Ryan Ristow ***

*** Others - Others commitment created on 08/23/2017 12:35:35 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/28/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 08/28/2017 11:23:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/28/2017 closed by Ryan Ristow ***
Wrt reviewed with the KMA engineer.

*** Email - External Email Sent created on 08/28/2017 11:23:02 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt requested estimate for repair.

*** Phone - Call - Inbound commitment created on 08/28/2017 11:23:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/30/2017 and created by Ryan Ristow ***

*** Phone - Call - Outbound created on 08/29/2017 13:35:09 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt attempted to contact Chris. Unable to leave a VM.

*** Phone - Call - Inbound commitment fulfilled on 08/29/2017 13:46:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/30/2017 closed by Ryan Ristow ***
Wrt requested the estimate for repair:

Svc adv Donna replied:

1.I will get them to get that done for me.

*** Others - Call - Inbound commitment created on 08/29/2017 13:47:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/31/2017 and created by Ryan Ristow ***

*** Others - Call - Inbound commitment created on 08/29/2017 13:47:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/01/2017 and created by Ryan Ristow ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
3101	3101 FOX REN 3101	KNDPMCAC9H			7.841
Auburn	, WA, 98002	Prod. Date: 07/28/2016		Dealer: WA035	Sunset KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 09/01/2017 08:31:37 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 5. Review and Sub Status of Assigned

*** Others - Call - Inbound commitment fulfilled on 09/01/2017 10:04:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/01/2017 closed by Ryan Ristow ***

Wrt requested update.

*** Phone - Call - Inbound commitment created on 09/01/2017 10:04:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/07/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment created on 09/01/2017 10:04:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/11/2017 and created by Ryan Ristow ***

Wrt requested estimate from dealer.

*** Phone - Call - Inbound commitment created on 09/01/2017 10:04:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/13/2017 and created by Ryan Ristow ***

Wrt requested estimate from dealer.

*** Phone - Call - Inbound commitment fulfilled on 09/13/2017 12:51:07 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/13/2017 closed by Ryan Ristow ***

DPSM contacted Wrt:

Ryan

Sorry for the lack of response at Sunset Kia. I just talked to the warranty Administrator at Sunset, because I know you have been waiting 3 weeks at consumer affairs for this information, she will get the estimate process started today.

Mark White

*** Phone - Call - Outbound commitment created on 09/13/2017 12:51:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/15/2017 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment created on 09/13/2017 12:51:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/19/2017 and created by Ryan Ristow ***

Wrt requested estimate again. Wrt included DPSM in correspondence.

*** Phone - Call - Outbound commitment created on 09/13/2017 12:51:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/21/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound created on 09/19/2017 09:54:21 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt spoke with Fox rent a car rep Chris:(415-730-3945)

1. I am pending info back from the dealer.

2. I will call you with an update.

*** Phone - Call - Outbound commitment fulfilled on 09/21/2017 13:49:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/21/2017 closed by Ryan Ristow ***

Wrt requested estimate.

*** Phone - Call - Inbound commitment created on 09/21/2017 13:49:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/25/2017 and created by Ryan Ristow ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
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Auburn	, WA, 98002	Prod. Date:	07/28/2016	Dealer:	WA035 Sunset KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound commitment fulfilled on 09/22/2017 08:22:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/25/2017 closed by Ryan Ristow ***
Estimate received.

*** Others - Others commitment created on 09/22/2017 08:22:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/25/2017 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 09/25/2017 10:18:34 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/25/2017 closed by Ryan Ristow ***
Wrt reviewed with CAFOM.

*** Research - Others commitment created on 09/25/2017 10:18:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/27/2017 and created by Ryan Ristow ***

*** Research - Others commitment fulfilled on 09/27/2017 10:36:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/27/2017 closed by Ryan Ristow ***
vehicle was purchased for \$23, 786.00.

*** Phone - Call - Outbound created on 09/27/2017 10:37:57 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted Fox Rent A Car;
1. the estimate for repair is \$20,000.
2. Would you be comfortable taking \$20,000 and then we would scrap the car.

Fox rent a car replied;
1. Let me make a phone call and I will get back to you.

*** Phone - Call - Inbound commitment created on 09/27/2017 10:45:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/02/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 10/02/2017 09:05:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/02/2017 closed by Ryan Ristow ***
Chris left a VM:
1. \$20,000 works for us.
2. Give me a call back.

*** Phone - Call - Outbound created on 10/02/2017 09:05:21 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the Fox rep:
1. It sounds like you guys have accepted the \$20,000.
2. Please send over the title.
3. I will write up the offer letter and release and send them your way.

The Fox rep replied:
1. Great, my email is crivera@foxrentalcar.com

*** Email - External Email Sent commitment created on 10/02/2017 09:11:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/03/2017 and created by Ryan Ristow ***

*** Email - External Email Sent commitment fulfilled on 10/03/2017 08:40:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/03/2017 closed by Ryan Ristow ***

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Auburn	, WA, 98002	Prod. Date: 07/28/2016	Dealer: WA035 Sunset KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

Hello Chris,

Per our conversation, please see the attached offer letter. Right now I am assuming you own the vehicle free and clear. If that is not the case please let me know so that I can adjust the coming release to include the payoff to the lien holder.

Please, forward a copy of the title at your earliest convenience as well.

Best,

*** Email - External Email Received commitment created on 10/03/2017 08:40:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/12/2017 and created by Ryan Ristow ***

*** Email - External Email Received commitment created on 10/03/2017 08:40:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/19/2017 and created by Ryan Ristow ***
Wrt requested title and loan payoff amount.

*** Email - External Email Received commitment created on 10/03/2017 08:40:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/19/2017 and created by Ryan Ristow ***
Wrt requested title and loan payoff amount.

*** Email - External Email Received commitment created on 10/03/2017 08:40:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/26/2017 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 10/26/2017 09:08:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/26/2017 closed by Ryan Ristow ***
Loan pay off amount is \$18,733.90

*** Email - External Email Received commitment created on 10/26/2017 09:08:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/02/2017 and created by Ryan Ristow ***

*** Email - External Email Received commitment created on 10/26/2017 09:08:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/09/2017 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 11/09/2017 15:39:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/09/2017 closed by Ryan Ristow ***
Hello All,

I was able to review and because we have confirmed that there is a lien holder, I am able to provide the release and begin the repurchase process as long as there is guarantee that the lien holder will provide the title at the time of surrender. Please review and return the attached release and forward a photocopy of the title at your earliest convenience.

Best,

*** Email - External Email Received commitment created on 11/09/2017 15:40:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/16/2017 and created by Ryan Ristow ***

*** Email - External Email Received commitment created on 11/09/2017 15:40:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/17/2017 and created by Ryan Ristow ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
3101	3101 FOX REN	3101	KNDPMCAC9H7		7.841
Auburn	, WA, 98002	Prod. Date:	07/28/2016	Dealer:	WA035 Sunset KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Email - External Email Received commitment created on 11/09/2017 15:40:25 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/20/2017 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 11/17/2017 13:39:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/20/2017 closed by Ryan Ristow ***
Current Lien holder informed wrt that they are waiting on a line pay from Fox Rent a Car.

*** Phone - Call - Outbound commitment created on 11/17/2017 13:39:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/20/2017 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment created on 11/17/2017 13:39:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/27/2017 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment created on 11/17/2017 13:39:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/28/2017 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 11/28/2017 14:49:11 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/28/2017 closed by Ryan Ristow ***
No contact

*** Phone - Call - Inbound commitment created on 11/28/2017 14:49:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/01/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment created on 11/28/2017 14:49:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/04/2017 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 12/04/2017 15:22:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/04/2017 closed by Ryan Ristow ***
Wrt sent an email to Fox:

Christopher,

Just wanted to follow up on the status of the below. The bodyshop is wanting to charge storage fees for the vehicle being there so long. Is there a place you guys would like to move the vehicle to until you have everything sorted out? Please give me a call if you have any questions.

Thanks,

*** Email - External Email Received commitment created on 12/04/2017 15:22:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/05/2017 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 12/05/2017 13:39:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/05/2017 closed by Ryan Ristow ***
Chris replied:

Ramesh can you please have this vehicle towed out and stored inside the mechanics shop.

*** Email - External Email Received commitment created on 12/05/2017 13:39:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/08/2017 and created by Ryan Ristow ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
3101	3101 FOX REN 3101	KNDPMCAC9H7			7 841
Auburn	, WA, 98002	Prod. Date: 07/28/2016	Dealer: WA035 Sunset KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Email - External Email Received commitment created on 12/05/2017 13:39:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/15/2017 and created by Ryan Ristow ***

*** Email - External Email Received commitment created on 12/05/2017 13:39:53 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/20/2017 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 12/21/2017 15:13:49 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 12/20/2017 closed by Ryan Ristow ***
Hello Ryan we have the title for this unit now, please let us know how to proceed.

Thank you
Christopher Rivera
West Region Fleet Manager
FOX RENT-A-CAR, INC.
Office 510-254-4402
Cell 510-772-2106
Fax 510-254-4411

*** Email - External Email Received commitment created on 12/21/2017 15:14:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/04/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 01/04/2018 15:42:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/04/2018 closed by Ryan Ristow ***
Title attached to case.

*** Phone - Call - Outbound commitment created on 01/04/2018 15:42:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/08/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 01/08/2018 16:40:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/08/2018 closed by Ryan Ristow ***
Wrt contacted Fox

*** Email - External Email Sent commitment created on 01/08/2018 16:40:50 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/10/2018 and created by Ryan Ristow ***

*** Email - External Email Sent commitment fulfilled on 01/10/2018 16:27:14 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/10/2018 closed by Ryan Ristow ***
Hello All,

I have updated the release to match the owners listed on the title. The release will need signatures from a Fox representative and a HFC representative since both are shown as owners in the title.

Best,

*** Email - External Email Received commitment created on 01/10/2018 16:27:16 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/17/2018 and created by Ryan Ristow ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
3101	3101 FOX REN	3101	KNDPMCAC9H7		7.841
Auburn	, WA, 98002	Prod. Date: 07/28/2016		Dealer: WA035 Sunset KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** Email - External Email Received commitment fulfilled on 01/17/2018 12:42:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/17/2018 closed by Ryan Ristow ***
Signed release attached.

*** Others - Others commitment created on 01/17/2018 12:42:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/19/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 01/17/2018 12:42:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/23/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 01/24/2018 08:40:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 01/23/2018 closed by Ryan Ristow ***
VRS 112437 submitted.

*** Others - Others commitment created on 01/24/2018 08:40:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/21/2018 and created by Ryan Ristow ***

*** 01/24/2018 14:11:13 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 4. Call to Dealer and Sub Status of Assigned

*** Others - Others commitment created on 01/24/2018 08:40:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/07/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 01/24/2018 08:40:10 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/16/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 03/12/2018 09:48:41 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/16/2018 closed by Ryan Ristow ***
Check received.

*** Others - Others commitment created on 03/12/2018 10:00:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/30/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 03/12/2018 10:00:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/06/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 03/12/2018 10:00:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/23/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 03/12/2018 10:00:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/30/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 03/12/2018 10:00:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/02/2018 and created by Ryan Ristow ***

*** Others - Others commitment created on 03/12/2018 10:00:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/02/2018 and created by Ryan Ristow ***
Surrender scheduled for 5/7/18.

*** Others - Others commitment fulfilled on 05/08/2018 08:07:23 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/08/2018 closed by Ryan Ristow ***
Vehicle surrender complete.

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
3101 3101 FOX REN 3101		KNDPMCAC9H7			7.841
Auburn , WA, 98002		Prod. Date: 07/28/2016		Dealer: WA035 Sunset KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Fire/Explosion

*** 05/08/2018 08:07:46 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Repurchase/SOC

[Resolution Summary]

Case closed pending customer contact.

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPR3A67H7	[REDACTED]	[REDACTED]	30.000
Clearwater, FL,	[REDACTED]	Prod. Date: 01/19/2016	Dealer: FL039 Lokey KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

Case History

*** 02/15/2018 15:51:06 (GMT-05:00) Eastern Time (US & Canada) ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 02/15/2018 15:49:51 (GMT-05:00) Eastern Time (US & Canada) and created by Colby Duncan ***

Customer states

1. There was a loud noise
2. Almost like a knocking noise
3. I finally managed to get it to the dlr
4. The vehicle then exploded

Wrtr states

1. Apologized
2. Collected fire script
3. Advised will take action to get other resources involved
4. Advised ECR will contact within 2-3 bs days
5. Provided case and cb #

Customer states

1. I can't use this rental that long
2. It doesn't have any lower lumbar support for my back
3. Thank you

*** Phone - Call - Outbound created on 02/15/2018 16:29:13 (GMT-05:00) Eastern Time (US & Canada) and created by Colby Duncan ***

Wrtr called FL039 @ (727) 799-4499

Customer phone #: [REDACTED]

Customer address: [REDACTED]

VIN: KNDPR3A67H7 [REDACTED]

MY and Mileage: 2017 Sportage NA

Most recent RO#, Open and Close Date: [REDACTED] 02/13/2018-**

Days Down at initial Service Alert report (if applicable): 2 days

Most recent Repair Issue and Diagnosis: Customer says, Engine stalled, vehicle caught on fire

Able to Duplicate (Y or N): Y

Repeat Repair (Y/N), if so, how many times?: N

Repair History of current concern with dates (Open and Closed) and mileage: NA

ETA for completion of repairs (if applicable): Waiting to get into the vehicle

Parts on order (Y/N), if so obtain part#, order#: N

Techline Case (if applicable): N

Rental / Loaner Provided? If so, since when?: Y

Dealer contacted DPSM (if needed): N

Vehicle repaired?: N

Customer has possession?: N

Dealer Code/Selling Dealer (Y or N): N

Original Owner (Y or N): Y

What is current Customer Request (if needed): N/A

*** Phone - Others created on 02/15/2018 16:50:17 (GMT-05:00) Eastern Time (US & Canada) and created by

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A67H7			30.000
Clearwater, FL ,		Prod. Date: 01/19/2016		Dealer: FL039	Lokey KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

Colby Duncan ***

****CALL TO ACTION****

Forward to NCA

1. Customer alleges vehicle misfiring then exploded
2. Vehicle is at FL039 awaiting diagnosis
3. Customer is requesting a new vehicle
4. Please follow up with resolution

*** 02/15/2018 16:54:02 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin = Default to Queue National CA by Colby Duncan

Reason:

*** 02/16/2018 06:27:52 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** 02/16/2018 06:37:14 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup

Reason:

*** Phone - Call - Outbound created on 02/16/2018 11:09:58 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with cust. Left message for CB

*** Email - External Email Sent created on 02/16/2018 14:08:58 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Friday, February 16, 2018 2:09 PM

To: 'dwoodman@lokey.com'

Subject: Kia Motors America / KNDPR3A67H7

Hi Dave,

Thank you for speaking with me. Per our conversations, can you please provide photos of the vehicle and engine. Also, please have the valve cover removed and provide photos. I will be able to reimburse for tech time.

Please contact me if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/19/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/20/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/22/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/23/2018 and created by Alex Villalpando ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPR3A67H7	[REDACTED]	[REDACTED]	30.000
Clearwater, FL ,	[REDACTED]	Prod. Date: 01/19/2016	Dealer: FL039 Lokey KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

*** Note - Others created on 02/22/2018 10:42:05 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Reviewed with KMA engineers.

*** Email - External Email Sent created on 02/22/2018 10:42:35 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Thursday, February 22, 2018 10:34 AM

To: 'Keith Flynn'

Cc: David Woodman; Esmeralda Pena

Subject: RE: Kia Motors America [REDACTED] / KNDPR3A67H [REDACTED]

Hello,

Can you please forward all available maintenance records. Also was the drain bolt or oil cap founds loose?

Thank you,

*** Phone - Call - Outbound created on 02/23/2018 14:48:02 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Please advise

cust states

1. I am sorry but I do not feel like giving all this information again
2. I have told the last person
3. I was driving to the dlr at about 35 mph
4. The engine just quit and I was pulled from my car because it exploded
5. The day before this happened, car was making a noise and running sluggish
6. I made the appt to this dlr because my daughter lives in that area and this was happening
7. Have been trying to get a hold of dlr but they keep saying they will call but never do
8. 7. all service has been done at Century Kia
9. they would call me when it is time for oil changes.
10. they called me to have an oil change performed after my car blew up

Wrt states

1. thank you for information
2. Apologize and will contact dlr.
3. Will review and follow up
4. Please contact me if you have any questions

Cust states

1. Thank you

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/26/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/27/2018 and created by Alex Villalpando ***

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A67H7			30.000
Clearwater, FL ,		Prod. Date: 01/19/2016		Dealer: FL039	Lokey KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/02/2018 and created by Alex Villalpando ***

*** Note - Others created on 03/05/2018 09:11:26 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Reviewed with KMA engineers.

*** Phone - Call - Outbound created on 03/05/2018 09:11:43 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with cust. Left message for CB

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/06/2018 and created by Alex Villalpando ***

*** Letter - Letter Received created on 03/05/2018 11:03:27 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***

NCA rec'd Motor Vehicle Defect Notice:

1. This veh has been out of service at least 15 days to repair one or more substantial defects.

Attaching to case.

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/07/2018 and created by Alex Villalpando ***

*** Note - Others created on 03/07/2018 15:01:34 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Reviewed with ECA

*** Phone - Call - Outbound created on 03/07/2018 15:02:01 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards
2. Apologize
3. After review unable to assist at this time
4. Recommend to contact your insurance company

Cust states

1. this is ridiculous
2. I am not going to make a claim
3. What could have caused this
4. Car was running sluggish before this happened
5. So you are not doing anything now

Wrt states

1. Maintenance could be a factor
2. Last oil change was done in 2016 at 7,552 miles
3. Do not have any records of oil changes after
4. Apologize, unable to offer assistance at this time.
5. Wrt explained subrogation process

Cust states

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A67H7			30.000
Clearwater, FL ,		Prod. Date: 01/19/2016		Dealer: FL039	Lokey KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

1. Okay then

Wrt states

1. Please contact me if you have any questions.

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/09/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/12/2018 and created by Alex Villalpando ***

*** 03/09/2018 11:19:23 ***

Assigned to WIPBin default of Alex Villalpando by Jazmin Diaz
Reason:

*** Letter - Letter Received created on 03/09/2018 11:20:02 and created by Jazmin Diaz ***
NCA rec'd dup MVDN. Attaching to case.

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/13/2018 and created by Alex Villalpando ***

*** 03/12/2018 12:38:12 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin default and Sub Status of Assigned

*** Phone - Call - Outbound created on 03/12/2018 12:44:44 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Keith at dlr. Keith advised

1. Just got off phone with customer
2. Cust will be returning rental today
3. Unaware of customer's plan to pick up vehicle
4. Advised of rental, tech time, and tow charge

Wrt advised

1. To provide invoices and final RO

*** Phone - Call - Outbound created on 03/12/2018 12:54:52 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case
2. Have just contacted Keith at dlr.
3. Advised that you would be returning loaner today
4. Have you contacted your insurance

Cust states

1. Yes
2. Have not contacted insurance yet
3. will probably do it tomorrow
4. I have to look at my records again because I am sure another oil change was performed
5. Is there an internal report I can be given

Wrt states

1. Recommend to contact your insurance company

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A67H			30.000
Clearwater, FL ,		Prod. Date: 01/19/2016		Dealer: FL039	Lokey KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

2. You may provide my contact info
3. Dlr will be able to provide final RO

Cust states

1. Okay then

Wrt states

1. Please contact me if you have any questions.

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/15/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/16/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/19/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/20/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 03/20/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 03/20/2018 10:05:11 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with dlr. Left message for CB

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/03/2018 and created by Alex Villalpando ***

*** Phone - Call - Outbound created on 04/04/2018 11:35:55 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted Keith SM at dlr. Keith advised will send invoice and ro once free and that cust insurance agent has inspected vehicle and deemed total loss

*** Phone - Call - Inbound commitment created on 02/16/2018 14:09:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/17/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound created on 04/11/2018 10:41:14 (GMT-05:00) Eastern Time (US & Canada) and created by Natasha Perdue ***

Customer:

- 1.I am checking on this case
- 2.I understand that they are saying they arent helping
- 3.I need something in writing so my insurance can proceed
- 4.KIA is not standing behind their warranty
- 5.My insurance has been trying to reach out to Alex with no response
- 6.I have called Alex with no response
- 7.I need something in writing stating that the warranty is void

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPR3A67H7	[REDACTED]	[REDACTED]	30.000
Clearwater, FL ,	[REDACTED]	Prod. Date: 01/19/2016	Dealer: FL039 Lokey KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

Writer:

1. Apologized
2. I called and left a VM with Alex
3. I will also send him an email to let him know I spoke with you
4. I am unaware of their processes and how they handle things, in this office though we just inform customer of the decision and nothing is sent in writing depending on the issue

Customer:

1. At this point I am frustrated
2. I just need something in writing so I can get this taken care of
3. Can you not send something

Writer:

1. No ma'am I don't have anything to send
2. I do see where Alex spoke with Keith at the dlr on 04/04
3. That is the last update I have so far

Customer:

1. Thank you

*** Phone - Call - Inbound created on 04/12/2018 12:51:50 (GMT-07:00) Arizona and created by William Bushong ***

cust states

1. i have a guy, alex
2. he has not been in communication with him
3. kia is not helping with the explosion of the car
4. i need to get a resolution because i need to file with my insurance
5. three weeks is bad
6. he never answers his phone

writer states

1. apologized
2. i can only transfer you to their vm

*** transferred cust to CSR phone nubmer ***

*** Phone - Call - Outbound created on 04/12/2018 13:55:42 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hello contacting in regards to case

Cust states

1. I need a letter saying that Kia is not covering this under warranty
2. Insurance said they have tried contacting you

Wrt states

1. Can provide letter advising after review, will not be offering assistance.
2. Hopefully this will be sufficient for your insurance
3. Apologize as have not received emails from your insurance and do not believe received phone calls from insurance.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of	2017 SPORTAGE	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPR3A67H7	[REDACTED]	[REDACTED]	30.000
Clearwater, FL,	[REDACTED]	Prod. Date: 01/19/2016		Dealer: FL039	Lokey KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

Cust states

1. Okay I will it to them
2. thank you

*** Email - External Email Sent created on 04/12/2018 14:15:34 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Sent: Thursday, April 12, 2018 2:15 PM

To: [REDACTED]@[REDACTED]

Subject: Kia Motors America [REDACTED]

Hello [REDACTED]

Thank you for speaking with me. As discussed, please see requested letter.

Please contact me if you have any questions.

Thank you,

*** Phone - Call - Outbound created on 04/17/2018 09:19:46 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact with dlr. Left message for CB

*** Phone - Call - Inbound commitment updated on 04/17/2018 09:20:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/19/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 04/19/2018 14:16:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/23/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 04/25/2018 13:01:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/23/2018 closed by Alex Villalpando ***

*** 04/25/2018 13:02:09 (GMT-08:00) Pacific Time (US & Canada) ***

Closed with Resolution Code : Information Given

[Resolution Summary]

Pending further contact.

*** 05/04/2018 14:47:15 ***

Reopened with Sub Status of Working

*** Letter - Letter Received created on 05/04/2018 14:48:26 and created by Jazmin Diaz ***

NCA rec'd letter from State Farm. Letter states:

1. This notice is to advise of a loss that occurred to our insured's vehicle.
2. Please consider this as our notice of possible subrogation and our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle.
3. Your cooperation is appreciated.

Attaching to case and dispatching to NCA.

*** 05/04/2018 15:24:13 ***

Dispatched from WIPBin = Default to Queue National CA by Jazmin Diaz

Reason:

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A67H7			30.000
Clearwater, FL ,		Prod. Date: 01/19/2016		Dealer: FL039	Lokey KIA

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

*** 05/07/2018 07:57:42 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 05/07/2018 08:12:51 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Alex Villalpando by Jeff Stroup

Reason:

*** Phone - Call - Inbound commitment created on 05/07/2018 09:58:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/08/2018 and created by Alex Villalpando ***

*** Note - Others created on 05/09/2018 10:08:42 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Reviewed with KMA engineers.

*** Phone - Call - Outbound created on 05/09/2018 10:09:21 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt states

1. Hi Viki contacting in regard to case
2. Currently reviewing
3. Do you have any service records available

Viki states

1. Let me check...
2. Do not see any records

Wrt states

1. thank you
2. Cust has advised that she has had all service done at 1 dlr
3. According to dlr and carfax, only oil change performed was around 7,500 miles
4. Vehicle was around 32,000 miles at time of accident

Viki states

1. Cust has not yet found receipts
2. she did say that she went to the dlr and they told her she does not need an oil change

Wrt states

1. Will continue review
2. Please contact me if you have any questions.

*** Phone - Call - Inbound commitment updated on 05/09/2018 10:13:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/11/2018 and updated by Alex Villalpando ***

*** Note - Others created on 05/14/2018 09:45:30 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Reviewed with KMA engineers

*** Phone - Call - Outbound created on 05/14/2018 09:46:07 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt attempted contact. Left message for CB

*** Phone - Call - Inbound commitment updated on 05/14/2018 09:46:23 (GMT-08:00) Pacific Time (US & Canada)

Kia Motors America

Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2017 SPORTAGE</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDPR3A67H7			30 000
Clearwater,	FL , 33761	Prod. Date: 01/19/2016	Dealer: FL039 Lokey KIA		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Engine Performance

with Commitment Date 05/15/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 05/15/2018 08:57:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/18/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 05/23/2018 10:31:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/18/2018 closed by Alex Villalpando ***

*** Phone - Call - Inbound created on 05/23/2018 10:31:15 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Reviewed with KMA engineers.

*** 05/23/2018 10:31:45 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Letter Sent
[Resolution Summary]
Pending further contact.

*** 08/31/2018 10:32:46 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Jeff Stroup with Sub Status of Working

*** 08/31/2018 10:44:17 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: Submitted

*** Phone - Call - Inbound commitment created on 09/04/2018 11:31:27 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/19/2018 and created by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 09/19/2018 10:25:43 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/04/2018 and updated by Alex Villalpando ***

*** 10/08/2018 07:58:47 ***
Goodwill #: Submitted

*** 10/08/2018 16:47:43 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: Final Approved

*** Phone - Call - Inbound commitment updated on 10/16/2018 14:32:22 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/22/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/22/2018 13:55:13 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/26/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 10/26/2018 10:11:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/08/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 11/08/2018 11:00:48 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/08/2018 closed by Alex Villalpando ***

*** 11/08/2018 11:01:03 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Alex Villalpando with Resolution Code : Concerns Recorded
[Resolution Summary]
Pending further contact.

PE19-004
KIA
6/28/2019
DEFECT A
CA FILES
SPORTAGE

12390448_RE Case [REDACTED] VIN
KNDPMCAC9H7 [REDACTED] Fox Rent a
Car

Howell, Rosa (NHTSA)

From: Brown, Deanna [KMA]
Sent: Monday, September 25, 2017 1:20 PM
To: Ristow, Ryan [KMA]
Subject: RE: Case [REDACTED] VIN KNDPMCAC9H7[REDACTED] / Fox Rent a Car

It is a Risk unit:

RAC	Contract Ty...	Year	VIN	S...	Incentive from ...	Invoice Amount
AMERS	S	2017	KNDPMCAC9H7[REDACTED]	4	3,000.00	23,786.00

Deanna Brown
Kia Motors America, Inc.
O: 949-468-4671 | C: 949-565-5205

From: Ristow, Ryan [KMA]
Sent: Monday, September 25, 2017 10:18 AM
To: Brown, Deanna [KMA]
Subject: Case [REDACTED] VIN KNDPMCAC9H7[REDACTED] Fox Rent a Car

Hi Deanna,

I wanted to reach out in regards to the above vehicle. Was the vehicle purchased from us? If so are you able to supply the amount they purchased it for?

Best,



Ryan Ristow
National Consumer Affairs
Kia Motors America
111 Peters Canyon
Irvine, CA 92606
Phone: (949) 430-3349
Fax: (949) 299-3229
RRistow@kiausa.com

We loved being #1 in Initial Quality last year, so we did it again.

"Highest Ranked Large Car, Compact Car, Small SUV, Midsize
SUV and Compact Multi-Purpose Vehicle in Initial Quality."



[Learn More](#)

The Kia Cadenza, Kia Niro, Kia Niro, Kia Sorento, and Kia Soul received the lowest number of problems per 100 vehicles reflecting higher quality in their respective segments in the J.D. Power 2017 U.S. Initial Quality (IQ) Study. Based on 77,419 total responses, evaluating 188 models, and measuring the opinions of new 2017 vehicle owners after 90 days of ownership surveyed in February-May 2017. Your experiences may vary. Visit jdpower.com/qi.

PE19-004
KIA
6/28/2019
DEFECT A
CA FILES
SPORTAGE



B. NEW OWNER'S ADDRESS
 APT NUMBER
 D. CITY STATE ZIP CODE
 F. SELLER'S OR LESSEE'S LAST NAME (OR) COMPANY NAME FIRST
 H. SELLER'S OR LESSEE'S ADDRESS APT NUMBER
 J. CITY STATE ZIP CODE
 VEHICLE ID NUMBER YR. MODEL MAKE PLATE NUMBER
 KNDPMCAC9H7 2017 KIA

C. ODOMETER READING (NO TENTHS)
 E. DATE OF SALE OR LEASE RETURN
 G. SELLING PRICE (NO CENTS) WHOLE DOLLARS
 I. SELLER'S OR LESSEE'S SIGNATURE
 X

REG 138A (REV. 10/2012)

STATE OF CALIFORNIA CERTIFICATE OF TITLE

VEHICLE HISTORY

AUTOMOBILE

VEHICLE ID NUMBER

KNDPMCAC9H

YR

MODEL

2017 KIA

MAKE

PLATE NUMBER

BODY TYPE MODEL

UT

UNLADEN

AX WEIGHT

FUEL

6

TRANSFER DATE

FEES PAID

NONE

REGISTRATION

EXPIRATION DATE

02/24/2018

YR 1ST

SOLD

CLASS

2017 FM

YR

MO

YY

EQUIPMT/TRUST NUMBER

ISSUE DATE

11/14/17

MOTORCYCLE ENGINE NUMBER

ODOMETER DATE

02/22/2017

ODOMETER READING

7 MI

ACTUAL MILEAGE

REGISTERED OWNER(S)

HFC ACCEPTANCE LLC LSR
 FOX RENT A CAR INC LSE
 4751 WILSHIRE BLVD
 LOS ANGELES CA 90010

I certify (or declare) under penalty of perjury under the laws of the State of California that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

1a

DATE

X

SIGNATURE OF REGISTERED OWNER

HFC ACCEPTANCE LLC

1b

DATE

X

SIGNATURE OF REGISTERED OWNER

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. Mileage is VOID if altered or erased.

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

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

DATE	TRANSFEROR SIGNATURE	DATE	TRANSFEE/SIGNATURE
	X		X
PRINTED NAME OF SELLER OR AGENT SIGNING FOR A COMPANY		PRINTED NAME OF BUYER OR AGENT SIGNING FOR A COMPANY	
HFC ACCEPTANCE, LLC			

IMPORTANT READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

LIENHOLDER(S)

HFC ACPT LLC/COMERICA BK
 411 W LAFAYETTE BL MC 3519
 DETROIT
 MI 48226

2

Signature releases interest in vehicle. (Company names must be countersigned)
 Release Date:

023016

REG. 17.50RS (REV.02/2016)

KEEP IN A SAFE PLACE - VOID IF ALTERED

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW.

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW.

five (5) days from the date you sell or otherwise dispose of a vehicle. This form is provided for use in reporting the sale or transfer to the Department, and does not constitute application for transfer of ownership (title). **This form is to be used ONLY for the vehicle described on the attached title.**

When this form is properly completed and the information is recorded by DMV (see WARNING below), liability for parking and/or traffic violations and civil litigation resulting from operation after the date of sale becomes the responsibility of the subsequent purchaser(s).

WARNING: If you provide incomplete, inaccurate or unclear information, the information shall not be updated or retained.

TO REMOVE YOUR NAME FROM DMV'S RECORDS, THE NEW OWNER MUST APPLY FOR TRANSFER USING THE ENDORSED CERTIFICATE OF TITLE (OWNERSHIP) RECEIVED FROM YOU.

- sale (motor vehicles only).
- (D) Print new owner's city, state, and ZIP code.
- (E) Enter date you sold or transferred the described vehicle.
- (F) Print your name.
- (G) Enter selling price (in whole dollars-no cents). If vehicle is a gift, enter "0".
- (H) Print your address.
- (I) Sign your name where designated.
- (J) Print your city, state and ZIP code.

FILE ONLINE, OR MAIL THIS COMPLETED NOTICE TO:

DEPARTMENT OF MOTOR VEHICLES
P.O. BOX 942659
SACRAMENTO, CA 94259-0001

APPLICATION FOR TRANSFER BY NEW OWNER (Please print or type.)

Any change of registered owner or lienholder must be recorded with the Department of Motor Vehicles (DMV) within ten (10) days. The title, transfer fee and in most instances, use tax and a smog certificate must be presented to DMV to record the ownership change.

NEW REGISTERED OWNER	3a. TRUE FULL NAME(S) OF NEW REGISTERED OWNER(S) (LAST, FIRST, MIDDLE) AS IT APPEARS ON DRIVER'S LICENSE OR ID CARD										
	3b. ☐ AND ☐ OR (LAST, FIRST, MIDDLE)										
	4. RESIDENCE OR BUSINESS STREET ADDRESS										
	5. CITY	STATE	ZIP CODE								
	6. COUNTY OF RESIDENCE OR COUNTY WHERE VEHICLE IS PRIMARILY GARAGED OR FOR TRAILER COACHES ADDRESS OR LOCATION WHERE KEPT										
	7. MAILING ADDRESS STREET OR P.O. BOX NUMBER (DO NOT COMPLETE IF SAME AS RESIDENCE ABOVE)										
	8. CITY	STATE	ZIP CODE								
	If there is a mailing address entered on this form it is a valid, existing and accurate address. I consent to receive service of process at this mailing address pursuant to Code of Civil Procedure Sections 415.20(b), 415.30(a) and 416.90.										
	I declare under penalty of perjury under the laws of the State of California that the information entered on this application is true and correct.										
	9a. DATE	SIGNATURE OF NEW REGISTERED OWNER	DRIVER LICENSE OR ID CARD NO.	PURCHASE DATE							
9b. DATE	SIGNATURE OF NEW REGISTERED OWNER	DRIVER LICENSE OR ID CARD NO.	PURCHASE PRICE OR IF GIFT, \$0 STATE								
LEASED VEH. ONLY	10. ADDRESS OF NEW LESSEE IF DIFFERENT FROM LINE 4 ABOVE (WILL NOT BE PRINTED ON TITLE)										
NEW LIENHOLDER	11. NAME OF LIENHOLDER - FIRM OR INDIVIDUAL HOLDING SECURITY INTEREST (IF NO LIEN, WRITE "NONE") DO NOT ENTER NAME OF REGISTERED OWNER(S) ABOVE ELECTRONIC LIENHOLDER ID										
	12. STREET ADDRESS OR P.O. BOX NUMBER										
	13. CITY	STATE	ZIP CODE								

TITLE REASSIGNMENTS BY LICENSED CALIFORNIA DEALERS

FEDERAL LAW REQUIRES that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and / or imprisonment.

The signature below releases my interest in this vehicle, acknowledges the odometer mileage recorded by the seller, and certifies to the odometer reading entered above my signature in compliance with Federal law.

DEALER TRANSACTIONS ONLY	14. Odometer now reads: [] [] [] [] [] (no tenths) miles, and to the best of my knowledge reflects the actual mileage of the vehicle unless one of the following statements is checked: WARNING - Mileage ☐ is not the actual mileage. ☐ exceeds the odometer mechanical limits.										
	I declare under penalty of perjury under the laws of the State of California that the information entered on this application is true and correct.										R/S NUMBER
	DATE	SIGNATURE OF AUTHORIZED AGENT	PRINTED NAME OF AGENT	DEALER NAME	DEALER NUMBER						
	DATE	BUYER'S SIGNATURE, ACKNOWLEDGES ODOMETER READING	PRINTED NAME OF BUYER OR AGENT	SALESPERSON'S NUMBER							
	SOLD THROUGH AUCTION IF APPLICABLE		DATE OF AUCTION	AUCTION NAME	DEALER NUMBER						
	15. Odometer now reads: [] [] [] [] [] (no tenths) miles, and to the best of my knowledge reflects the actual mileage of the vehicle unless one of the following statements is checked: WARNING - Mileage ☐ is not the actual mileage. ☐ exceeds the odometer mechanical limits.										
	I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.										R/S NUMBER
	DATE	SIGNATURE OF AUTHORIZED AGENT	PRINTED NAME OF AGENT	DEALER NAME	DEALER NUMBER						
	DATE	BUYER'S SIGNATURE, ACKNOWLEDGES ODOMETER READING	PRINTED NAME OF BUYER OR AGENT	SALESPERSON'S NUMBER							
	16. Odometer now reads: [] [] [] [] [] (no tenths) miles, and to the best of my knowledge reflects the actual mileage of the vehicle unless one of the following statements is checked: WARNING - Mileage ☐ is not the actual mileage. ☐ exceeds the odometer mechanical limits.										
I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.										R/S NUMBER	
DATE	SIGNATURE OF AUTHORIZED AGENT	PRINTED NAME OF AGENT	DEALER NAME	DEALER NUMBER							
DATE	BUYER'S SIGNATURE, ACKNOWLEDGES ODOMETER READING	PRINTED NAME OF BUYER OR AGENT	SALESPERSON'S NUMBER								

Done

5 of 6



Done

6 of 6



ESTIMATE SHEET					
Customer Name:	FOX RENT A CAR		KNDPMCAC9H7	MILES:	7841
REPAIR ORDER #:	11062				
DATE:	6/15/2017				
LABOR RATE (per hour):	\$125.00				
PART(S)	PART PRICE	LABOR TIME	LABOR COST	TOTAL	NOTES
REMAN ENGINE	3410.00	6.80	850.00	4260.00	
WIRING HARNESS	1554.11	8.90	1112.50	2666.61	
FUEL LINES	272.50	1.60	200.00	472.50	
PASS CV AXLE	608.34	0.90	112.50	720.84	
DRIVE SHFT	918.53	0.80	100.00	1018.53	
FUEL TANK	625.00	1.70	212.50	837.50	
TRANSMISSION	6666.70	3.20	400.00	7066.70	
SUBLET TO BODY SHOP	935.57	0.00	0.00	935.57	
TOWING	180.00	0.00	0.00	180.00	
	0.00	0.00	0.00	0.00	
SUBTOTALS:	15170.75	23.90	2987.50	18158.25	
		SUBTOTAL:		18158.25	
		TAX RATE:		10.00%	
		TAX:		1815.83	
		TOTAL ESTIMATE:		19974.08	



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Home > What's My Car Worth > Category & Style > Options & Condition > LX Sport Utility 4D



2017 Kia Sportage

Style: LX Sport Utility 4D [Change Style](#)

Mileage: [Change](#) [Edit Options](#) [Check Specs](#) [Print Report](#)

[Sign In](#) [94060](#) [1](#)

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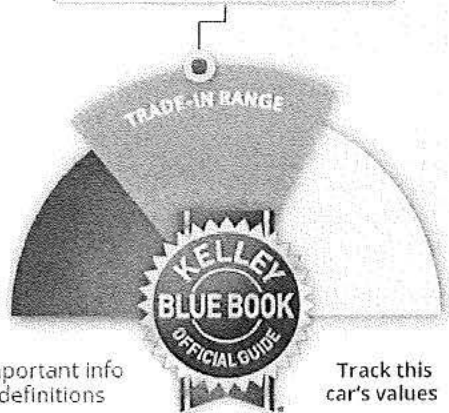
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[Sell to a Private Party](#)

Trade-in Range
\$16,369 - \$17,446
Trade-in Value
\$16,908



[Important info & definitions](#)

[Track this car's values](#)

Valid for ZIP code 94080 through 09/28/2017

[Write a review on your 2017 Kia](#)

Value based on:

[Fair](#)

[Good](#)

[Very Good](#)

[Excellent](#)

Next Steps: Find a Car

Browse reviews, photos, specs and more.

[See what you should](#)

SPORTAGE owners also like these **Kia** models:



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[See more on Kia.com](#)

2017 Kia Sorento

\$25,600 MSRP



[See more on KBB.com](#)

[See more on Kia.com](#)

2017 Kia Soul

\$16,100 MSRP



[See more on KBB.com](#)

[See more on Kia.com](#)

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Find Participating Dealers ready to buy your car - today!

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Home > What's My Car Worth > Category & Style > Options & Condition > LX Sport Utility 4D



2017 Kia Sportage

Style: LX Sport Utility 4D [Change Style](#)

Mileage: [Change](#)
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[Check Specs](#)
[Print Report](#)

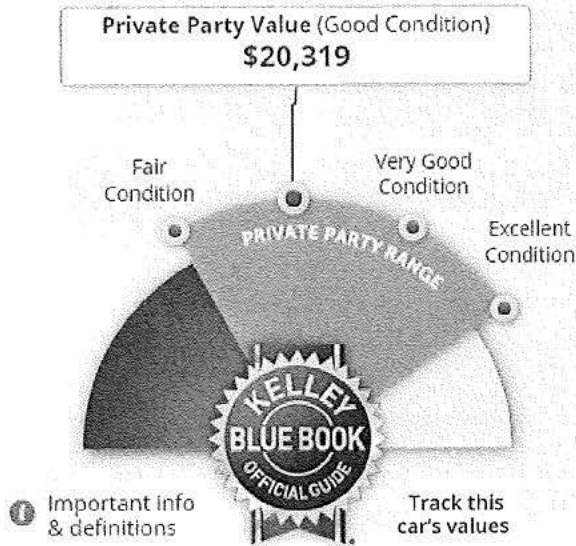
Have you seen the **2018 model**? Check it out

Your Blue Book® Value

Trade In to a Dealer

Get an Instant Cash Offer

Sell to a Private Party



Valid for ZIP code 94080 through 09/28/2017

[Write a review on your 2017 Kia](#)

Value based on:

Fair

Good

Very Good

Excellent

Sell Your Current Car

Reach millions of buyers on KBB.com and AutoTrader.com

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New Cars You Might Like



2017 Hyundai Tucson



2017 Jeep Patriot



2017 Mitsubishi Outlander Sport





Advertisement

Home > What's My Car Worth > Category & Style > Options & Condition > LX Sport Utility 4D



2017 Kia Sportage

Style: LX Sport Utility 4D [Change Style](#)

Mileage: [Change](#) [Edit Options](#) [Check Specs](#) [Print Report](#)

Have you seen the **2018 model**? Check it out

Your Blue Book® Value

[Trade In to a Dealer](#)

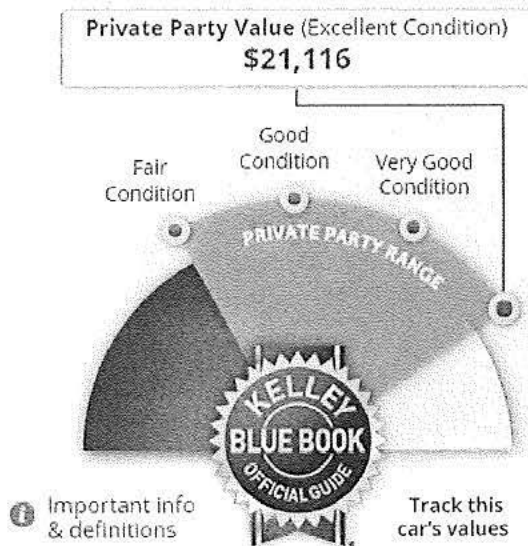
[Get an Instant Cash Offer](#)

[Sell to a Private Party](#)

Next Steps: Find a Car

Browse reviews, photos, specs and more.

[See what you should](#)



Valid for ZIP code 94080 through 09/28/2017

[Write a review on your 2017 Kia](#)

Value based on:

Fair

Good

Very Good

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Reach millions of buyers on KBB.com and AutoTrader.com

[Place an ad](#)

Advertisement

New Cars You Might Like



2017 Hyundai Tucson



2017 Jeep Patriot



2017 Mitsubishi Outlander Sport





SUNSET KIA MITSUBISHI

3317 Auburn Way N.

Auburn, WA 98002

253-939-4507



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DONNA HILDEBRAND	TAG NO. 150	INVOICE DATE 10/03/17	INVOICE NO. [REDACTED]
FOX RENT A CAR 3150 SOUTH 160TH STREET #504 SEATTLE, WA 98188 CRIVERA@FOXRENTACAR.COM	LABOR RATE	LICENSE NO.	MILEAGE 1	COLOR
	YEAR / MAKE / MODEL 17/KIA/SPORTAGE/4DR AWD LX			DELIVERY DATE
	VEHICLE I.D. NO. KNDPMCA C9H7 [REDACTED]			DELIVERY MILES
	MBI NO. 602 742 538			SELLING DEALER NO.
RESIDENCE PHONE 206-858-9670	BUSINESS PHONE 510-254-4402	P.O. NO.		R.O. DATE 06/15/17
COMMENTS				MO: 1

LABOR & PARTS-----
J# 3+01K1Z GENERAL MAINTENANCE HOURS: 4.00 TECH(S):46 428.00
Added Operation (TRISHD @ 10/03/2017 13:47)
CUSTOMER STATES VEHICLE CAUGHT ON FIRE
VERIFIED CONCERN
STARTED TECHLINE CASE # 12389918, NEEDED TO TAKE PICTURES
FOR TECHLINE AND WRITE EST. TOOK TO BODY SHOP FOR ESTIMATE ,
CLAIM # 11062

JOB # 3 TOTAL LABOR & PARTS 428.00

J# 4+90K1Z SUBLET HOURS: TECH(S):46 0.00
Added Operation (TRISHD @ 10/03/2017 13:57)
TOWING TO BODY SHOP AND FROM BODY SHOP
CLAIM # 11062

JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 2	[REDACTED]	8918		09/28/17	towing	0.00
JOB # 2	[REDACTED]	123		10/03/17	TOWING	0.00
JOB # 4	[REDACTED]	8918		10/03/17	towing	180.00
TOTAL - SUBLET						180.00

COMMENTS-----
DELETED OPERATION(S)-----
10K1Z-MISC MISCELLANEOUS

R/O TAX 0.00
R/O TOTALS 608.00

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	LABOR...	PARTS...	SUB. LAB.	SUB. PART	GOG....	MISC....	TAX....	TOTAL....
[REDACTED]	428.00	0.00	0.00	180.00	0.00	0.00		608.00
CLAIM TOTALS	428.00	0.00	0.00	180.00	0.00	0.00	0.00	608.00

Thank you for bringing your car to Sunset Kia Mitsubishi for service. It is our sincere desire to give you full value for every dollar spent with us. If for any reason you are not completely satisfied, I would consider it a favor if you would contact me immediately.
Phil Mitchell, Owner

DISCLAIMER OF WARRANTIES
The only warranties applying to this part(s) are those which may be offered by the manufacturer. SUNSET KIA MITSUBISHI hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 part(s) and/or service. Buyer shall not be entitled to recover from SUNSET KIA MITSUBISHI any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

The information contained on the estimate, worksheet and/or repair order is incorporated herein by reference.

TERMS
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS. A RESTOCKING CHARGE WILL BE APPLIED ON ALL MERCHANDISE RETURNED FOR CREDIT. NO RETURNS AFTER 30 DAYS.

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF ENVIRONMENTAL WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC.

PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER SHALL FIRST OCCUR.

Thank You



(253) 632-4183 or (253) 833-2809
FAX (253) 833-1305 • twowaytow@hotmail.com
101 Lund Road SW, Suite A • Auburn, WA 98001

BILL TO Sunset KIA CUSTOMER _____

STREET _____

CITY _____ PHONE _____

YEAR AND MAKE MODEL COLOR LICENSE NO.

17 KIA SPORTAGE Gray [REDACTED]

ODOMETER REPAIR ORDER NO. MEMBER NO.

PURCHASE ORDER NO. VIN

2428 KNRPMCA9H7 [REDACTED]

Driver Truck Class Key Agency/Agent

☐ Sling Tow ☐ Tire Change ☐ Winching ☐ Front Wheel Drive
☐ Wheel Lift ☐ Jump Start ☐ Trailer Tow ☐ Rear Wheel Drive
☐ Under Lift ☐ Lockout ☐ Service ☐ Four Wheel Drive
☒ Flatbed ☐ Fuel Delivery ☐ Dollies ☐ Driveline Removal

Location: Sunset KIA

Destination: Hinsley car

Time Miles Total Charged

RCV [] [] Resp. Miles [] [] @ [] Response Miles

CLR [] [] Towed Miles 1 [] @ [] Towed Miles

Hourly Time [] [] @ [] Hourly Time

DATE 9/13/17 # of Days Storage [] [] @ [] Storage

Comments/Inventory [] [] [] Hookup Service 1800

[] [] [] After Hours Charge

[] [] [] C.C. Surcharge

[] [] [] Sub Total 1800

[] [] [] Fuel Surcharge

[] [] [] Tax 115

[] [] [] Total 1900

[] [] [] Advance Charges

[] [] [] Balance

I, THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED AND ENTITLED TO TAKE POSSESSION OF THE VEHICLE DESCRIBED ABOVE AND WILL TOW IT WITH ALL PERSONAL PROPERTY THEREIN TO THE ADDRESS ABOVE AND PAY ALL CHARGES ACCRUED.

SIGNED _____ DATE _____

HINSHAW'S AUTO BODY

Workfile ID: [REDACTED]

" THEY PROMISE.....WE DELIVER"
 812 35th St. NE, AUBURN, WA 98002
 Phone: (253) 833-3366
 FAX: (253) 931-0378

Estimate**RO Number:** [REDACTED]

Customer:
 SUNSET KIA of AUBURN
 3401 Auburn Way N
 AUBURN, WA 98002
 (253) 939-4507

Insurance:

Adjuster:

Estimator: BOB HUTFLESS

Phone:

Create Date: 9/12/2017

Claim:

Loss Date:

Deductible:

2017 KIA Sportage LX AWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection blue

VIN: KNDPMCAC9H7 [REDACTED]

Interior Color:

Mileage In:

Vehicle Out: 9/19/2017

License:

Exterior Color: blue

Mileage Out:

State: WA

Production Date:

Condition:

Job #: 49438

Line	Ver	Operation	Description	Qty	Extended Price \$	Part Type	Labor	Type	Paint
1	E01		DO NOT CONNECT BATTERY TO MOVE!! PUSH ONLY!! FIRE RISK!!						
2	E01	Repair	Lift vehicle and inspect damage from undercar fire & advise				2.0T	Mech	
3	E01		*** FIRE CAUSED BY CONNECTING ROD FAILURE***						
4	E01		PILLARS, ROCKER & FLOOR						
5	E01	Repair	Floor pan assy (HSS) clean and prep for paint				3.0T	Body	3.4T
6	E01		Add for Clear Coat						0.7T
7	E01	Remove/Replace	Mask for overspray-refinish	1	5.00T	Other	0.3T	Body	
8	E01	Remove/Replace	Undercoat	1	7.00T	Other	0.5T	Body	
9	E01	Remove/Replace	Seam sealer	1	42.92T	Other	1.0T	Body	
10	E01	Sublet	Engine and driveline replacement and all damaged parts						

Estimate Totals	Discount \$	Markup \$	Rate \$	Total Hours	Total \$
Parts					54.92
Labor, Body			58.00	4.8	278.40
Labor, Refinish			58.00	4.1	237.80
Labor, Mechanical			70.00	2.0	140.00
Material, Paint					139.40
Subtotal					850.52
Sales Tax					85.05
Grand Total					935.57

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

9/15/2017 2:08:15 PM

Page 1

Estimate

RO Number: [REDACTED]

2017 KIA Sportage LX AWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection blue

Net Total	935.57
------------------	---------------

Estimate Version	Total \$
Original	935.57
Insurance Total \$:	0.00
Received from Insurance \$:	0.00
Balance due from Insurance \$:	0.00
Customer Total \$:	935.57
Received from Customer \$:	0.00
Balance due from Customer \$:	935.57

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

9/15/2017 2:08:15 PM

Page 2

PE19-004
KIA
6/28/2019
DEFECT A
CA FILES
SPORTAGE



April 23, 2018

Kia Motors America Inc
111 Peters Canyon Rd
Irvine CA 92606-1790

State Farm Claims
PO Box 52250
Phoenix AZ 85072-2250

RECEIVED

MAY 04 2018

CONSUMER AFFAIRS

RE: Claim Number: [REDACTED]
Date of Loss: 02/12/2018
City/State of Loss: Tampa FL
Insured: [REDACTED]
Vehicle: 2017 Kia SPORTAGE SXTurbo
VIN: KNDPR3A67H7 [REDACTED]
Mileage: 32,394

To Whom It May Concern:

This notice is to advise of a loss that occurred to our insured's vehicle. Our preliminary investigation indicates Kia Motors America Inc may be responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle.

The vehicle is being held at an offsite location in Orlando FL and is available for your inspection by appointment only. There is no authorization to inspect this vehicle outside the presence of the State Farm® representative.

In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer.

However, you neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Your cooperation is appreciated. If you should have any questions, or would like to set up and appointment to inspect evidence/salvage, please contact me.

[REDACTED]


Page 2
April 23, 2018

Sincerely,

Viki Bernthold
Claim Specialist
(844) 292-8615 ext 7403645634
Fax: (855) 666-0964

State Farm Mutual Automobile Insurance Company



CUSTOMER #: [REDACTED]

INVOICE

CENTURY KIA

4340 West Hillsborough Avenue
Tampa, FL 33614
(813) 574-6871MOTOR VEHICLE REPAIR
REGISTRATION NUMBER
MV-45094

TAMPA, FL [REDACTED]

PAGE 1

HOME:

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 552 KRISTOPHER R WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PACIFIC BL	17	KIA SPORTAGE	KNDPR3A67H7		26937/26937	T4739	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS							
26MAR16 DD			19:04 28SEP17		99.99	CASH	29SEP17
R.O. OPENED		READY	OPTIONS: SOLD-STK:				

14:35 28SEP17 09:20 29SEP17

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A C/S THE AC IS WARM

CAUSE: INTRMITTENT OP, MANUFACTURING DEFECT OF EVAP TEMP SENSOR

97603R0A A/C Thermistor Assy, R&R

118638 WK 0.20

(N/C)

1 97143-C5000 THERMISTOR ASSY-A/C

(N/C)

FC:

PART#: 97143-C5000

COUNT: 1

CLAIM TYPE: W

AUTH CODE:

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

B SA236 QL REAR DOOR FRAME MOULDING R&R

CAUSE:

SOP *** SPECIAL ORDER PARTS. PARTS WILL BE

RECEIVED IN 5 BUSINESS DAYS. PARTS WILL BE

RETURNED IF NOT INSTALLED WITHIN 30 DAYS OF

ORIGINAL INVOICE DATE *** PLEASE CALL TO

MAKE AN APPT.

118638 WK 0.00

(N/C)

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

C SA305 E CVVT COVER AND MOTOR PLUG

CAUSE:

170026R2 SA305 MOTOR PLUG & E-CVVT COVER

REPLACEMENT

118638 WK 0.70

(N/C)

1 24360-2GGB0QOK COVER ASSY

(N/C)

1 24351-2GGA1QOK PLUG

(N/C)

FC: PART#: F COUNT: 0

CLAIM TYPE: V

AUTH CODE:

WARRANTY DISCLAIMER: PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. SELLER DOES NOT GUARANTEE THAT THE WORK PERFORMED IS IN ACCORDANCE WITH THIS ESTIMATE AND OR REPAIR ORDER WILL CORRECT ANY PROBLEMS SPECIFIED ON THE DESCRIPTION OF THE COMPLAINT. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, DAMAGE CAUSED BY THEFT, FIRE OR ACTS OF NATURE, OR ANY OTHER INCIDENTAL DAMAGES. ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED.

*SHOP SUPPLY COSTS: WE HAVE ADDED A CHARGE EQUAL TO 8% OF THE TOTAL COST OF LABOR, NOT TO EXCEED \$50.00, TO THE REPAIR ORDER. THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE [S.403.718], AND A \$1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE [S.403.7185].

BY SIGNING BELOW, YOU ACKNOWLEDGE THAT YOU WERE NOTIFIED OF AND AUTHORIZED THE DEALERSHIP TO PERFORM THE SERVICES/REPAIRS ITEMIZED IN THE INVOICE AND THAT YOU RECEIVED (OR HAD THE OPPORTUNITY TO INSPECT) ANY REPLACED PARTS AS REQUESTED BY YOU. THE VEHICLE IS BEING RETURNED TO YOU IN EXCHANGE FOR YOUR PAYMENT OF THE AMOUNT DUE.

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

CUSTOMER COPY

CUSTOMER #: [REDACTED]

CENTURY KIA

4340 West Hillsborough Avenue

Tampa, FL 33614

(813) 574-6871

INVOICE

PAGE 2

MOTOR VEHICLE REPAIR
REGISTRATION NUMBER
MV-45094

TAMPA, FL [REDACTED]

HOME:

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 552 KRISTOPHER R WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PACIFIC BL	17	KIA SPORTAGE	KNDPR3A67H7		26937/26937	T4739	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS							
26MAR16 DD			19:04 28SEP17		99.99	CASH	29SEP17
R.O. OPENED		READY	OPTIONS: SOLD-STK:				

14:35 28SEP17 09:20 29SEP17

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

D SC142 TRAILER HITCH/HARNESS REPLACEMENT

CAUSE: RECALL

A5111RR2 SC142

118638 WK 1.00

(N/C)

1 D9061-ADUS6QQK TOW HITCH HARNESS

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: R

AUTH CODE:

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

WE APPRECIATE YOUR BUSINESS!

OUR TEAM STRIVES FOR EXCELLENCE.

HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE?

1 2 3 4 5 6 7 8 9 10

(1 BEING VERY DISSATISFIED 10 VERY SATISFIED)

WARRANTY DISCLAIMER PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. SELLER DOES NOT GUARANTEE THAT THE WORK PERFORMED IS IN ACCORDANCE WITH THIS ESTIMATE AND OR REPAIR ORDER WILL CORRECT ANY PROBLEMS SPECIFIED ON THE DESCRIPTION OF THE COMPLAINT. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, DAMAGE CAUSED BY THEFT, FIRE OR ACTS OF NATURE, OR ANY OTHER INCIDENTAL DAMAGES. ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED.

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DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE

CENTURY KIA

4340 West Hillsborough Avenue
Tampa, FL 33614
(813) 574-6871

PAGE 1

MOTOR VEHICLE REPAIR
REGISTRATION NUMBER
MV-45094

TAMPA, FL [REDACTED]

HOME: [REDACTED]

BUS: [REDACTED]

CONT [REDACTED]

CELL [REDACTED]

SERVICE ADVISOR: 367 RYAN ELWOOD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PACIFIC BL	17	KIA SPORTAGE	KNDPR3A67H7		11867/11867		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			19:00 31OCT16		99.99	CASH	02NOV16
26MAR16 DD							
R.O. OPENED		READY	OPTIONS:	SOLD-STK:			

09:53 31OCT16 09:18 02NOV16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	INSTALL	SOP	PRE-PAID HITCH CARGO TRAY AND REAR BUMPER STICKER				
			MISC INSTALLED REAR CARGO TRAY, BUMPER STICKER, AND TOW HITCH				
			112874 ISP 0.00				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B SA229 DOOR LATCH REPLACEMENT

CAUSE: SA

160034R2 SA229

112874 WK 1.00

1 81420-D9500QQK LATCH ASSY-REAR DOOR

1 81410-D9500QQK LATCH ASSY-REAR DOOR

(N/C)

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: V

AUTH CODE:

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

C SA236 REAR DOOR FRAME MOLDING

CAUSE: SOP

SOP *** SPECIAL ORDER PARTS. PARTS WILL BE

RECEIVED IN 5 BUSINESS DAYS. PARTS WILL BE

RETURNED IF NOT INSTALLED WITHIN 30 DAYS OF

ORIGINAL INVOICE DATE *** PLEASE CALL TO

MAKE AN APPT.

112874 WK 0.00

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

D SA238 HVAC CONTROL UNIT LOGIC

CAUSE: SA

160066R0 (SA 238)

112874 WK 0.30

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: V

WARRANTY DISCLAIMER: PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. SELLER DOES NOT GUARANTEE THAT THE WORK PERFORMED IS IN ACCORDANCE WITH THIS ESTIMATE AND OR REPAIR ORDER WILL CORRECT ANY PROBLEMS SPECIFIED ON THE DESCRIPTION OF THE COMPLAINT. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, DAMAGE CAUSED BY THEFT, FIRE OR ACTS OF NATURE, OR ANY OTHER INCIDENTAL DAMAGES. ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED.

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DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

CUSTOMER COPY

CUSTOMER #: [REDACTED]

CENTURY KIA

4340 West Hillsborough Avenue
Tampa, FL 33614
(813) 574-6871

INVOICE

PAGE 2

MOTOR VEHICLE REPAIR
REGISTRATION NUMBER
MV-45094

TAMPA, FL [REDACTED]

HOME: [REDACTED]

BUS: [REDACTED]

CONT: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 367 RYAN ELWOOD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PACIFIC BL	17	KIA SPORTAGE	KNDPR3A67H		11867/11867		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			19:00 31OCT16		99.99	CASH	02NOV16
26MAR16 DD							

R.O. OPENED	READY	OPTIONS:	SOLD-STK:		
09:53 31OCT16	09:18 02NOV16				
LINE	OPCODE	TECH	TYPE	HOURS	
AUTH CODE:					
					</

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

WE APPRECIATE YOUR BUSINESS!

OUR TEAM STRIVES FOR EXCELLENCE.

HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE?

1 2 3 4 5 6 7 8 9 10

(1 BEING VERY DISSATISFIED 10 VERY SATISFIED)

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DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE

CENTURY KIA

4340 West Hillsborough Avenue
Tampa, FL 33614
(813) 574-6871

PAGE 1

MOTOR VEHICLE REPAIR
REGISTRATION NUMBER
MV-45094

TAMPA, FL [REDACTED]

HOME:

CONT [REDACTED]

BUS:

CELL [REDACTED]

SERVICE ADVISOR: 552 KRISTOPHER R WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
PACIFIC BL	17	KIA SPORTAGE	KNDPR3A67H		7552/7552		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
26MAR16 IS							
26MAR16 DD			19:04 03AUG16		99.99	VI	04AUG16

R.O. OPENED READY OPTIONS: SOLD-STK: [REDACTED]

13:59 03AUG16 07:39 04AUG16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	7,500	MILE INTERVAL SERVICE WITH CONVENTIONAL OIL. TIRE ROTATION.					

MULTI POINT INSPECTION.

GOOD7 7,500 MILE INTERVAL SERVICE WITH
CONVENTIONAL OIL. TIRE ROTATION. MULTI POINT
INSPECTION.

642 CPK 0.00

0.00 0.00

KRT 4-WHEEL TIRE ROTATION

642 CPK 0.30

19.95 19.95

MPI MULTI POINT INSPECTION PERFORMED. SHEET MPI
FORM FOR INSPECTION DETAILS.

642 CPK 0.00

0.00 0.00

DS LF 10 RF 10 RL 9 RR 9

642 CPK 0.00

0.00 0.00

DS 7,500 MILE LIMITED ROADSIDE ASSISTANCE AND
HAZARD BENEFITS

6.00 6.00

2995 OIL FILTER AND OIL EXCHANGE WITH KIA
ORIGINAL EQUIPMENT OIL FILTER/ELEMENT

642 CPK 0.30

10.25 10.25

5 5W20 5W20 OIL

1.25

1.04 5.20

1 26300-35503 FILTER ASSY-ENGINE

6.60

4.00 4.00

PARTS: 9.20 LABOR: 30.20 OTHER: 6.00 TOTAL LINE A: 45.40

B PERFORMED MULTI-POINT INSPECTION SHEET

KCP2 PERFORMED MULTI-POINT INSPECTION SHEET

642 ISP 0.00

(N/C)

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

C SA229 QL 2017 MYDOOR LATCH REPLACEMENT

CAUSE:

MISC DID NOT COMPLETE

99 WK 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D SA236 REAR DOOR FRAME MOLDING R&R

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE

CENTURY KIA

4340 West Hillsborough Avenue
Tampa, FL 33614
(813) 574-6871

PAGE 2

MOTOR VEHICLE REPAIR
REGISTRATION NUMBER
MV-45084

TAMPA, FL [REDACTED]

HOME:

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 552 KRISTOPHER R WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PACIFIC BL	17	KIA SPORTAGE	KNDPR3A67H7		7552/7552		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			19:04 03AUG16		99.99	VI	04AUG16
26MAR16 DD							

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: SOLD-STK: [REDACTED]

13:59 03AUG16 07:39 04AUG16

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

CAUSE: [REDACTED]

MISC DID NOT COMPLETE

99 WK 0.00

(N/C)

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

E SA238 QL HVAC CONTROL UNIT LOGIC

CAUSE: [REDACTED]

MISC DID NOT COMPLETE

99 WK 0.00

(N/C)

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

F** INSTALL REAR HITCH

MISC INSTALL HITCH AND BUMPER FILM

112874 CPK 3.00

359.97 359.97

1 D9061-ADU00 TOW HITCH W/HARNESS (PREPAID
SPECIAL ORDER PART)

465.00 465.00 465.00

1 D9031-ADU00 BUMPER APPLIQUE, REA

110.00 110.00 110.00

1 D9012-ADU00 CARGO TRAY (PREPAID SPECIAL
ORDER PART)

112.50 112.50 112.50

PARTS: 687.50 LABOR: 359.97 OTHER: 0.00 TOTAL LINE F: 1047.47

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 31.21

WE APPRECIATE YOUR BUSINESS!

OUR TEAM STRIVES FOR EXCELLENCE.

HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE?

1 2 3 4 5 6 7 8 9 10

(1 BEING VERY DISSATISFIED 10 VERY SATISFIED)

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	390.17
PARTS AMOUNT	696.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	37.21
TOTAL CHARGES	1124.08
LESS INSURANCE	0.00
SALES TAX	78.68
PLEASE PAY THIS AMOUNT	1202.76

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE

CENTURY KIA

4340 West Hillsborough Avenue
Tampa, FL 33614
(813) 574-6871

PAGE 1

MOTOR VEHICLE REPAIR
REGISTRATION NUMBER
MV-45084

TAMPA, FL 33618-1142

HOME:

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 109909 JOSE A SUAREZ-TORR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PACIFIC BL	17	KIA SPORTAGE	KNDPR3A67H7		49/49		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR16 IS			19:00 08APR16		99.99	CASH	08APR16
26MAR16 DD							
R.O. OPENED		READY	OPTIONS: SOLD-STK:				

12:31 08APR16 12:47 08APR16

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

A FULL DELIVERY DETAIL AND WAX

MISC FULL DELIVERY DETAIL AND WAX

125051	IDN	2.00					(N/C)
--------	-----	------	--	--	--	--	-------

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

WE APPRECIATE YOUR BUSINESS!

OUR TEAM STRIVES FOR EXCELLENCE.

HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

(1 BEING VERY DISSATISFIED 10 VERY SATISFIED)

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DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

CUSTOMER COPY

CUSTOMER #:

INVOICE

CENTURY KIA

4340 West Hillsborough Avenue
Tampa, FL 33614
(813) 574-6871

PAGE 1

MOTOR VEHICLE REPAIR
REGISTRATION NUMBER
MV-45094

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 122864 CATHERINE CHAVARRI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PACIFIC BL	17	KIA SPORTAGE	KNDPR3A67H7		1/1		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS DD			17:00 23MAR16		99.99	CASH	24MAR16
R.O. OPENED		READY	OPTIONS:	STK:			

11:14 22MAR16 09:30 24MAR16

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A PDI CLAIM - KIA

PDIK PDI CLAIM - KIA

118999 IPDI 0.70

(N/C)

GAS GAS ALLOWANCE

(N/C)

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

B PRE-DELIVERY DETAIL

PDDK PRE-DELIVERY DETAIL

642 IPDI 0.30

(N/C)

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

C INSTALL (4) MUD FLAP SET

CAUSE: PRE DELIVERY MUD FLAP PACKAGE

PMF INSTALL (4) MUD FLAP SET

118999 INCK 0.50

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D PRE DELIVERY TIRE NITROGEN INSTALLED

CAUSE: PRE DELIVERY TIRE NITROGEN INSTALLATION

PNITRO PRE DELIVERY TIRE NITROGEN INSTALLED

118999 INCK 0.30

(N/C)

1 NTM-25P NITROGEN

(N/C)

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

E PDI PINSTRIPES

CAUSE: PINSTRIPE ADDED UPON PRE DILVERY INSPECTION

PPS PDI PINSTRIPES

118999 INCK 0.20

(N/C)

PPS PIN STRIPE PDI

(N/C)

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

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DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

CUSTOMER COPY

CUSTOMER #:

CENTURY KIA

4340 West Hillsborough Avenue

Tampa, FL 33614

(813) 574-6871

INVOICE

PAGE 2

MOTOR VEHICLE REPAIR
REGISTRATION NUMBER
MV-45094

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 122864 CATHERINE CHAVARRI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PACIFIC BL	17	KIA SPORTAGE	KNDPR3A67H7		1/1		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS DD			17:00 23MAR16		99.99	CASH	24MAR16

R.O. OPENED	READY	OPTIONS:	STK	LIST	NET	TOTAL
11:14 22MAR16	09:30 24MAR16					

WE APPRECIATE YOUR BUSINESS!
OUR TEAM STRIVES FOR EXCELLENCE.
HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE?

1 2 3 4 5 6 7 8 9 10
(1 BEING VERY DISSATISFIED 10 VERY SATISFIED)

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DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	DESCRIPTION	TOTALS
			LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES *	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

CUSTOMER COPY

RECEIVED MAR 2 - 2018

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

The vehicle has been out of service at least 15 days to repair one or more substantial defects.

3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) _____

(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make KIA Model TURBO/SPORTAGE Year 2017

VIN / / / / / / / / / / / / / / / Date of Delivery 2/13/18

Name and City/State of selling dealer or leasing company (if applicable) LOCKEY KIA

2002 CLEARWATER, FLORIDA

Name and City/State of authorized service agent(s) attempting previous repairs:

Consumer

Address _____

St. Pete, ~~Be~~ Florida

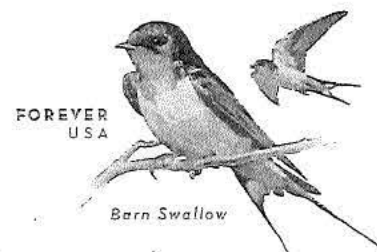
Home phone [REDACTED]

Work phone ()

Signature _____

Date Mailed 3-1-18 ()

[REDACTED]
ST PETERS, FL [REDACTED]



RECEIVED MAR 2 - 2018

KIA MOTORS AMERICA, INC.
SOUTHERN REGION
100 GALLERIA PARKWAY #1550
ATLANTA, GA 30339

PRESS FIRMLY TO SEAL

PRESS FIRMLY TO SEAL

PRIORITY MAIL EXPRESS



1007



30339

U.S. POSTAGE
PAID
ST PETE BEACH, FL
33706
MAR 01, 18
AMOUNT
\$27.45
R2305E124252-31

RECEIVED MAR 2 - 2018

PRESS™

BEST SERVICE IN THE U.S.



UNITED STATES
POSTAL SERVICE®

PRIORITY
★ MAIL ★
EXPRESS™

CUSTOMER USE ONLY

FROM: (PLEASE PRINT)

PHONE ()

PAYMENT BY ACCOUNT (if applicable)

DELIVERY OPTIONS (Customer Use Only)

- ☐ SIGNATURE REQUIRED Note: The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.
- Delivery Options
- ☐ No Saturday Delivery (delivered next business day)
- ☐ Sunday/Holiday Delivery Required (additional fee, where available)
- ☐ 10:30 AM Delivery Required (additional fee, where available)
- *Refer to USPS.com® or local Post Office™ for availability.

TO: (PLEASE PRINT)

PHONE ()

KIA MOTORS OF AMERICA INC.
SOUTHERN REGION
100 GALLERIA PARKWAY FLOOR
ATLANTA, GA 30339

ZIP + 4® (U.S. ADDRESSES ONLY)

30339

For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.
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ORIGIN (POSTAL SERVICE USE ONLY)

☐ 1-Day	☐ 2-Day	☐ Military	☐ DPO
PO ZIP Code 33706	Scheduled Delivery Date (MM/DD/YY) 3/2	Postage \$ 24.70	
Date Accepted (MM/DD/YY) 3/1/18	Scheduled Delivery Time ☐ 10:30 AM ☐ 3:00 PM ☐ 12 NOON	Insurance Fee \$	COD Fee \$
Time Accepted 4:16 PM	10:30 AM Delivery Fee \$	Return Receipt Fee \$ 2.75	Live Animal Transportation Fee \$
Weight lbs. ozs.	Sunday/Holiday Premium Fee \$	Total Postage & Fees \$ 24.70	
Acceptance-Employee Initials SC			

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Delivery Attempt (MM/DD/YY)	Time	Employee Signature
	☐ AM ☐ PM	
Delivery Attempt (MM/DD/YY)	Time	Employee Signature
	☐ AM ☐ PM	

LABEL 11-B, SEPTEMBER 2015

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INTERNATIONALLY,
DECLARATION
MAY BE REQUIRED.

MS



VIS
ORI


CARFAX® Vehicle History Report™
US \$39.99

An independent company established in 1986

Vehicle Information: 2017 KIA SPORTAGE SX VIN: KNDPR3A67H7 [REDACTED] 4 DOOR WAGON/SPORT UTILITY 2.0L I4 F DOHC 16V GASOLINE FRONT WHEEL DRIVE Standard Equipment Safety Options CARFAX Report Provided By: Kia Motors America 111 Peters Canyon Rd Irvine, CA 92606 949-468-4800	 <table style="width: 100%;"> <tr> <td style="text-align: center;"></td> <td>No accidents reported to CARFAX</td> </tr> <tr> <td style="text-align: center;"></td> <td>No other damage reported to CARFAX</td> </tr> <tr> <td style="text-align: center;"></td> <td>CARFAX 1-Owner vehicle</td> </tr> <tr> <td style="text-align: center;"></td> <td>5 Service history records</td> </tr> <tr> <td style="text-align: center;"></td> <td>Personal vehicle</td> </tr> <tr> <td style="text-align: center;"></td> <td>26,937 Last reported odometer reading</td> </tr> </table>		No accidents reported to CARFAX		No other damage reported to CARFAX		CARFAX 1-Owner vehicle		5 Service history records		Personal vehicle		26,937 Last reported odometer reading
	No accidents reported to CARFAX												
	No other damage reported to CARFAX												
	CARFAX 1-Owner vehicle												
	5 Service history records												
	Personal vehicle												
	26,937 Last reported odometer reading												

This CARFAX Vehicle History Report is based only on [information](#) supplied to CARFAX and available as of 2/21/18 at 9:37:14 PM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

 Ownership History	
The number of owners is estimated	
Year purchased	2016
Type of owner	Personal
Estimated length of ownership	1 yr. 10 mo.
Owned in the following states/provinces	Florida
Estimated miles driven per year	17,811/yr
Last reported odometer reading	26,937

 Title History	
CARFAX guarantees the information in this section	
Salvage Junk Rebuilt Fire Flood Hall Lemon	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem
 GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms	

 Additional History	
Not all accidents / issues are reported to CARFAX	
Total Loss No total loss reported to CARFAX.	 No Issues Reported
Structural Damage No structural damage reported to CARFAX.	 No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	 No Issues Reported
Odometer Check No indication of an odometer rollback.	 No Issues Indicated
Accident / Damage	No Issues Reported

No accidents or damage reported to CARFAX.



Manufacturer Recall

No open recalls reported to CARFAX.



No Recalls
Reported



Detailed History

[Glossary](#)

Owner 1

Purchased: 2016
Type: Personal
Where: Florida
Est. miles/year: 17,811/yr
Est. length owned: 3/26/16 - present
(1 yr. 10 mo.)

Date:	Mileage:	Source:	Comments:
03/18/2016	2	Century Kia Tampa, FL 813-872-7746 century-kia.com	Vehicle offered for sale
03/24/2016		Century Kia Tampa, FL 813-872-7746 century-kia.com	Pre-delivery inspection completed Mud flaps/splash guards installed Nitrogen fill tires Vehicle washed/detailed
03/26/2016	48	Century Kia Tampa, FL 813-872-7746 century-kia.com	Vehicle sold
03/26/2016		Florida Motor Vehicle Dept.	Vehicle purchase reported
03/30/2016		Florida Motor Vehicle Dept. Tampa, FL	Registration issued or renewed Titled or registered as personal vehicle Vehicle color noted as Blue
04/08/2016	49	Century Kia Tampa, FL 813-872-7746 century-kia.com	Vehicle serviced
04/20/2016		Florida Motor Vehicle Dept. Tampa, FL Title #0122831270	Title issued or updated Registration issued or renewed First owner reported Titled or registered as personal vehicle Vehicle color noted as Blue
08/04/2016	7,552	Century Kia Tampa, FL 813-872-7746 century-kia.com	Maintenance inspection completed Tires rotated Oil and filter changed
11/02/2016	11,867	Century Kia Tampa, FL 813-872-7746 century-kia.com	Vehicle serviced
01/11/2017		Florida Motor Vehicle Dept. Tampa, FL Title #0122831270	Registration issued or renewed Titled or registered as personal vehicle Vehicle color noted as Blue
09/29/2017	26,937	Century Kia Tampa, FL 813-872-7746 century-kia.com	Vehicle serviced
10/26/2017		Florida Motor Vehicle Dept. Tampa, FL Title #0122831270	Title issued or updated Correction to record Titled or registered as personal vehicle Loan or lien reported Vehicle color noted as Blue



Avoid financial
headaches. Make sure
the [loan](#) has been paid
off if you're buying from
a private seller.

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



Glossary

[View Full Glossary](#)

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512; 8,600,823; 8,595,079; 8,606,648; 7,505,838.

2/21/18 9:37:14 PM (EST)

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact [REDACTED]

Vehicle: KNDPR3A67H [REDACTED]

Main: [REDACTED]

2017 SPORK

PACIFIC_BL-
UE

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 26,937

Service advisor: 552

Tag number: T4739

Payment type: CASH

Promised time: 07:04 PM

Promised date: 09/28/2017

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~  
A C/S THE AC IS WARM  
97603R0A WK A/C Thermistor Assy, 0.20 23.62  
R&R

Tech(s): 118638

97143-C5000

1 THERMISTOR ASSY-A/C

18.16

Pts: 18.16 Lbr: 23.62 Other: 0.00 Total Line A: 41.78  
~~~~~

B SA236 QL REAR DOOR FRAME MOULDING R&R
SOP WK *** SPECIAL ORDER 0.00 0.00
PARTS. PARTS WILL BE
RECEIVED IN 5
BUSINESS DAYS. PARTS
WILL BE RETURNED IF
NOT INSTALLED WITHIN
30 DAYS OF ORIGINAL
INVOICE DATE ***
PLEASE CALL TO MAKE
AN APPT.

Tech(s): 118638

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00
~~~~~

C SA305 E CVVT COVER AND MOTOR PLUG  
170026R2 WK SA305 MOTOR PLUG & 0.70 82.67  
E-CVVT COVER  
REPLACEMENT

Tech(s): 118638

24360-2GGB0QQK

1 COVER ASSY

37.53

24351-2GGA1QQK

1 PLUG

17.66

Pts: 55.19 Lbr: 82.67 Other: 0.00 Total Line C: 137.86  
~~~~~

D SC142 TRAILER HITCH/HARNESS REPLACEMENT
A5111RR2 WK SC142 1.00 118.10

Tech(s): 118638

D9061-ADUS6QQK

1 TOW HITCH HARNESS

278.48

Pts: 278.48 Lbr: 118.10 Other: 0.00 Total Line D: 396.58
~~~~~

Customer Pay

Labor

0.00

Parts

0.00

Lube

0.00

Sublet

0.00

Miscellaneous/Shop Charge

0.00

Deductible

0.00

# Repair Order Detail - Internal Copy

|                           |      |
|---------------------------|------|
| Total Charges             | 0.00 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax                 | 0.00 |
| Total                     | 0.00 |

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: KNDPR3A67H [REDACTED]

Main: [REDACTED]  
2017 SPORK

Click to View Cust Copy

Cell: [REDACTED]

PACIFIC\_BL-  
UE

Mileage: 11,867

Service advisor: 367

Tag number:

Payment type: CASH

Promised time: 07:00 PM

Promised date: 10/31/2016

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

A INSTALL SOP PRE-PAID HITCH CARGO TRAY AND REAR BUMPER STICKER

MISC	ISP	INSTALLED REAR CARGO TRAY, BUMPER STICKER, AND TOW HITCH	0.00	0.00
------	-----	--	------	------

Tech(s): 112874

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

~~~~~

B     SA229 DOOR LATCH REPLACEMENT

|          |    |       |      |        |
|----------|----|-------|------|--------|
| 160034R2 | WK | SA229 | 1.00 | 106.30 |
|----------|----|-------|------|--------|

Tech(s): 112874

|                |                        |        |
|----------------|------------------------|--------|
| 81420-D9500QQK | 1 LATCH ASSY-REAR DOOR | 122.09 |
| 81410-D9500QQK | 1 LATCH ASSY-REAR DOOR | 122.09 |

Pts: 244.18 Lbr: 106.30 Other: 0.00 Total Line B: 350.48

~~~~~

C SA236 REAR DOOR FRAME MOLDING

SOP	WK	*** SPECIAL ORDER	0.00	0.00
-----	----	-------------------	------	------

PARTS. PARTS WILL BE RECEIVED IN 5 BUSINESS DAYS. PARTS WILL BE RETURNED IF NOT INSTALLED WITHIN 30 DAYS OF ORIGINAL INVOICE DATE *** PLEASE CALL TO MAKE AN APPT.

Tech(s): 112874

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

~~~~~

D     SA238 HVAC CONTROL UNIT LOGIC

|          |    |          |      |       |
|----------|----|----------|------|-------|
| 160066R0 | WK | (SA 238) | 0.30 | 31.89 |
|----------|----|----------|------|-------|

Tech(s): 112874

Pts: 0.00 Lbr: 31.89 Other: 0.00 Total Line D: 31.89

~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00

Repair Order Detail - Internal Copy

Total

0.00



Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: KNDPR3A67H7 [REDACTED]

Main: [REDACTED]
2017 SPORK

Click to View Cust Copy

Cell: [REDACTED]

PACIFIC_BL-
UE

Mileage: 7,552

Service advisor: 552

Tag number:

Payment type: VI

Promised time: 07:04 PM

Promised date: 08/03/2016

Waiter: No

Estimate: 0.00

Customer Comments: No

A 7,500 MILE INTERVAL SERVICE WITH CONVENTIONAL OIL. TIRE ROTATION. MULTI POINT INSPECTION.

GOOD7	CPK	7,500 MILE INTERVAL SERVICE WITH CONVENTIONAL OIL. TIRE ROTATION. MULTI POINT INSPECTION.	0.00	0.00
Tech(s): 642				
KRT	CPK	4-WHEEL TIRE ROTATION	0.30	19.95
Tech(s): 642				
MPI	CPK	MULTI POINT INSPECTION PERFORMED. SHEET MPI FORM FOR INSPECTION DETAILS.	0.00	0.00
Tech(s): 642				
DS	CPK	LF 10 RF 10 RL 9 RR 9	0.00	0.00
Tech(s): 642				
DS		7,500 MILE LIMITED ROADSIDE ASSISTANCE AND HAZARD BENEFITS		6.00
2995	CPK	OIL FILTER AND OIL EXCHANGE WITH KIA ORIGINAL EQUIPMENT OIL FILTER/ELEMENT	0.30	10.25
Tech(s): 642				
5W20		5 5W20 OIL		5.20
26300-35503		1 FILTER ASSY-ENGINE		4.00
Pts:	9.20	Lbr:	30.20	Other: 6.00 Total Line A: 45.40

B PERFORMED MULTI-POINT INSPECTION SHEET

KCP2	ISP	PERFORMED MULTI-POINT INSPECTION SHEET	0.00	0.00
Tech(s): 642				
Pts:	0.00	Lbr:	0.00	Other: 0.00 Total Line B: 0.00

C SA229 QL 2017 MYDOOR LATCH REPLACEMENT

MISC	WK	DID NOT COMPLETE	0.00	0.00
Tech(s): 99				
Pts:	0.00	Lbr:	0.00	Other: 0.00 Total Line C: 0.00

D SA236 REAR DOOR FRAME MOLDING R&R

MISC	WK	DID NOT COMPLETE	0.00	0.00
Tech(s): 99				

Repair Order Detail - Internal Copy

RO Number: [REDACTED] RO Status: CLOSED

Customer: [REDACTED] Click to View Cust Copy
 Phone(s): Contact: ([REDACTED]) Main: [REDACTED] Cell: [REDACTED]
 Vehicle: KNDPR3A67H7 [REDACTED] 2017 SPORK PACIFIC_BL-UE

Mileage: 7,552 Payment type: VI Waiter: No
 Service advisor: 552 Promised time: 07:04 PM Estimate: 0.00
 Tag number: Promised date: 08/03/2016 Customer Comments: No

~~~~~  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00  
 ~~~~~

E SA238 QL HVAC CONTROL UNIT LOGIC
 MISC WK DID NOT COMPLETE 0.00 0.00

Tech(s): 99
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00
 ~~~~~

F\*\* INSTALL REAR HITCH  
 MISC CPK INSTALL HITCH AND BUMPER FILM 3.00 359.97

Tech(s): 112874  
 D9061-ADU00 1 TOW HITCH W/HARNESS 465.00  
 (PREPAID SPECIAL ORDER PART)  
 D9031-ADU00 1 BUMPER APPLIQUE, REA 110.00  
 D9012-ADU00 1 CARGO TRAY (PREPAID 112.50  
 SPECIAL ORDER PART)

~~~~~  
 Pts: 687.50 Lbr: 359.97 Other: 0.00 Total Line F: 1,047.47
 ~~~~~

|                           |          |
|---------------------------|----------|
| Customer Pay              |          |
| Labor                     | 390.17   |
| Parts                     | 696.70   |
| Lube                      | 0.00     |
| Sublet                    | 0.00     |
| Miscellaneous/Shop Charge | 37.21    |
| Deductible                | 0.00     |
| Total Charges             | 1,124.08 |
| Less Insurance/Adjustment | 0.00     |
| Sales Tax                 | 78.68    |
| Total                     | 1,202.76 |



# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer:

Phone(s): Contact:

Vehicle: KNDPR3A67H7 [REDACTED]

Main:

2017 SPORK

Click to View Cust Copy

Cell:

PACIFIC\_BL-  
UE

Mileage: 1

Service advisor: 122864

Tag number:

Payment type: CASH

Promised time: 05:00 PM

Promised date: 03/23/2016

Waiter: No

Estimate: 0.00

~~~~~

A	PDI CLAIM - KIA				
	PDIK	IPDI	PDI CLAIM - KIA	0.70	77.79
	Tech(s): 118999				
	GAS		GAS ALLOWANCE		50.00
Pts:	0.00	Lbr:	77.79	Other:	50.00
				Total Line A:	127.79

~~~~~

|      |                     |      |                     |               |       |
|------|---------------------|------|---------------------|---------------|-------|
| B    | PRE-DELIVERY DETAIL |      |                     |               |       |
|      | PDDK                | IPDI | PRE-DELIVERY DETAIL | 0.30          | 28.51 |
|      | Tech(s): 642        |      |                     |               |       |
| Pts: | 0.00                | Lbr: | 28.51               | Other:        | 0.00  |
|      |                     |      |                     | Total Line B: | 28.51 |

~~~~~

C	INSTALL (4) MUD FLAP SET				
	PMF	INCK	INSTALL (4) MUD FLAP SET	0.50	50.00
	Tech(s): 118999				
Pts:	0.00	Lbr:	50.00	Other:	0.00
				Total Line C:	50.00

~~~~~

|      |                                      |      |                                      |               |       |
|------|--------------------------------------|------|--------------------------------------|---------------|-------|
| D    | PRE DELIVERY TIRE NITROGEN INSTALLED |      |                                      |               |       |
|      | PNITRO                               | INCK | PRE DELIVERY TIRE NITROGEN INSTALLED | 0.30          | 30.45 |
|      | Tech(s): 118999                      |      |                                      |               |       |
|      | NTM-25P                              |      | 1 NITROGEN                           |               | 15.00 |
| Pts: | 15.00                                | Lbr: | 30.45                                | Other:        | 0.00  |
|      |                                      |      |                                      | Total Line D: | 45.45 |

~~~~~

E	PDI PINSTRIPES				
	PPS	INCK	PDI PINSTRIPES	0.20	27.50
	Tech(s): 118999				
	PPS		PIN STRIPE PDI		5.00
Pts:	0.00	Lbr:	27.50	Other:	5.00
				Total Line E:	32.50

~~~~~

Customer Pay

Labor 0.00

Parts 0.00

Lube 0.00

Sublet 0.00

Miscellaneous/Shop Charge 0.00

Deductible 0.00

Total Charges 0.00

Less Insurance/Adjustment 0.00

Sales Tax 0.00

Total 0.00





























State Farm Insurance  
Viki Bernthold  
P.O. Box 52250  
Phoenix, AZ 85072



May 22, 2018

State Farm Insurance  
Viki Bernthold  
P.O. Box 52250  
Phoenix, AZ 85072

RE: Your Insured: [REDACTED]  
Claim Number: [REDACTED]  
Vehicle: 2017 Kia Sportage  
VIN: KNDPR3A67H7 [REDACTED]  
Case: [REDACTED]

Dear Ms. Bernthold:

In order to evaluate your request, we need specific information regarding your client's accident and vehicle. Please send copies of the following documents to my attention at the above address or by email:

- Maintenance Records

Upon receipt of necessary documents, your request will be reviewed. You will be notified either by phone or in writing of the results of such review. We will be closing the case until further documents are received.

We at Kia Motors America, Inc. wish to thank you in advance for your courtesy and cooperation.

Sincerely,

Alex Villalpando  
National Consumer Affairs  
Kia Motors America, Inc.

[REDACTED]

Irvine, CA

|  <b>CARFAX® Vehicle History Report™</b> <span style="float: right;">US \$39.99</span>                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| An independent company established in 1986                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Vehicle Information:</b><br><b>2017 KIA SPORTAGE SX</b><br>VIN: KNDPR3A67H<br>4 DOOR WAGON/SPORT UTILITY<br>2.0L I4 F DOHC 16V<br>GASOLINE<br>FRONT WHEEL DRIVE<br><b>Standard Equipment   Safety Options</b> | <div>  No accidents reported to CARFAX         </div> <div>  No other damage reported to CARFAX         </div> <div>  CARFAX 1-Owner vehicle         </div> <div>  5 Service history records         </div> <div>  Personal vehicle         </div> <div>  26,937 Last reported odometer reading         </div> |



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/21/18 at 3:14:26 PM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

|  <b>Ownership History</b> |  | Owner 1      |
|-------------------------------------------------------------------------------------------------------------|--|--------------|
| The number of owners is estimated                                                                           |  |              |
| Year purchased                                                                                              |  | 2016         |
| Type of owner                                                                                               |  | Personal     |
| Estimated length of ownership                                                                               |  | 1 yr. 10 mo. |
| Owned in the following states/provinces                                                                     |  | Florida      |
| Estimated miles driven per year                                                                             |  | 17,811/yr    |
| Last reported odometer reading                                                                              |  | 26,937       |



|  <b>Title History</b>                                                                                                                                                                                                                                                                                              |  | Owner 1               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------|
| CARFAX guarantees the information in this section                                                                                                                                                                                                                                                                                                                                                     |  |                       |
| Salvage   Junk   Rebuilt   Fire   Flood   Hail   Lemon                                                                                                                                                                                                                                                                                                                                                |  | Guaranteed No Problem |
| Not Actual Mileage   Exceeds Mechanical Limits                                                                                                                                                                                                                                                                                                                                                        |  | Guaranteed No Problem |
|  <b>GUARANTEED</b> - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. <a href="#">Register</a>   <a href="#">View Terms</a> |  |                       |

|  <b>Additional History</b> |                                                        | Owner 1 |
|---------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|---------|
| Not all accidents / issues are reported to CARFAX                                                             |                                                        |         |
| <b>Total Loss</b><br>No total loss reported to CARFAX.                                                        | <input checked="" type="checkbox"/> No Issues Reported |         |
| <b>Structural Damage</b>                                                                                      | No Issues                                              |         |



|                                                                        |                                                         |
|------------------------------------------------------------------------|---------------------------------------------------------|
| No structural damage reported to CARFAX.                               | <input checked="" type="checkbox"/>                     |
| <b>Airbag Deployment</b><br>No airbag deployment reported to CARFAX.   | <input checked="" type="checkbox"/> No Issues Reported  |
| <b>Odometer Check</b><br>No indication of an odometer rollback.        | <input checked="" type="checkbox"/> No Issues Indicated |
| <b>Accident / Damage</b><br>No accidents or damage reported to CARFAX. | <input checked="" type="checkbox"/> No Issues Reported  |
| <b>Manufacturer Recall</b><br>No open recalls reported to CARFAX.      | <input checked="" type="checkbox"/> No Recalls Reported |



## Detailed History

CLOSELY

| Owner 1            |                                      | Date:      | Mileage: | Source:                                                          | Comments:                                                                                                                                                       |
|--------------------|--------------------------------------|------------|----------|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Purchased:         | 2016                                 | 03/18/2016 | 2        | Century Kia<br>Tampa, FL<br>813-872-7746<br>century-kia.com      | Vehicle offered for sale                                                                                                                                        |
| Type:              | Personal                             |            |          |                                                                  |                                                                                                                                                                 |
| Where:             | Florida                              |            |          |                                                                  |                                                                                                                                                                 |
| Est. miles/year:   | 17,831/yr                            |            |          |                                                                  |                                                                                                                                                                 |
| Est. length owned: | 3/26/16<br>present<br>(1 yr. 10 mo.) | 03/24/2016 |          | Century Kia<br>Tampa, FL<br>813-872-7746<br>century-kia.com      | Pre-delivery inspection completed<br>Mud flaps/splash guards installed<br>Nitrogen fill tires<br>Vehicle washed/detailed                                        |
|                    |                                      | 03/26/2016 | 48       | Century Kia<br>Tampa, FL<br>813-872-7746<br>century-kia.com      | Vehicle sold                                                                                                                                                    |
|                    |                                      | 03/26/2016 |          | Florida<br>Motor Vehicle Dept.                                   | Vehicle purchase reported                                                                                                                                       |
|                    |                                      | 03/30/2016 |          | Florida<br>Motor Vehicle Dept.<br>Tampa, FL                      | Registration issued or renewed<br>Titled or registered as<br>personal vehicle<br>Vehicle color noted as Blue                                                    |
|                    |                                      | 04/08/2016 | 49       | Century Kia<br>Tampa, FL<br>813-872-7746<br>century-kia.com      | Vehicle serviced                                                                                                                                                |
|                    |                                      | 04/20/2016 |          | Florida<br>Motor Vehicle Dept.<br>Tampa, FL<br>Title #0122831270 | Title issued or updated<br>Registration issued or renewed<br>First owner reported<br>Titled or registered as<br>personal vehicle<br>Vehicle color noted as Blue |
|                    |                                      | 08/04/2016 | 7,552    | Century Kia<br>Tampa, FL<br>813-872-7746<br>century-kia.com      | Maintenance inspection completed<br>Tires rotated<br>Oil and filter changed                                                                                     |
|                    |                                      | 11/02/2016 | 11,867   | Century Kia<br>Tampa, FL<br>813-872-7746<br>century-kia.com      | Vehicle serviced                                                                                                                                                |
|                    |                                      | 01/11/2017 |          | Florida<br>Motor Vehicle Dept.<br>Tampa, FL<br>Title #0122831270 | Registration issued or renewed<br>Titled or registered as<br>personal vehicle<br>Vehicle color noted as Blue                                                    |
|                    |                                      | 09/29/2017 | 26,937   | Century Kia<br>Tampa, FL<br>813-872-7746<br>century-kia.com      | Vehicle serviced                                                                                                                                                |
|                    |                                      | 10/26/2017 |          | Florida<br>Motor Vehicle Dept.                                   | Title issued or updated<br>Correction to record<br>Titled or registered as                                                                                      |

Tampa, FL  
Title [REDACTED]personal vehicle  
Loan or lien reported  
Vehicle color noted as Blue

Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.

Have Questions? Consumers, please visit our Help Center at [www.carfax.com](http://www.carfax.com). Dealers or Subscribers, please visit our Help Center at [www.carfaxonline.com](http://www.carfaxonline.com).



## Glossary

[View Full Glossary](#)**First Owner**

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

**Ownership History**

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

**Title Issued**

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.

2/21/18 3:14:26 PM (EST)





27960 US Hwy. 19 North  
Clearwater, FL 33761  
(727) 799-4499  
Fax: (727) 450-7960  
www.lokeykia.com

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. - 5:00 p.m. Saturday

| R/O Open Date           | R/O Number  |
|-------------------------|-------------|
| 2/13/18                 |             |
| R/O Close Date          | Status      |
| 4/17/18                 | Pre-Invoice |
| Mileage In              | Mileage Out |
| 32394                   | 32394       |
| Service Advisor / Tag # |             |

David Woodman

Vehicle Identification Number

KNDPR3A67H

Delivery Date

In-Service Date

Color

License Number

MVR: 28507

| Year | Make | Model    | Body         | Color | License Number |
|------|------|----------|--------------|-------|----------------|
| 2017 | KIA  | SPORTAGE | SX TURBO FWD |       |                |

| DESCRIPTION OF SERVICE AND PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | AMOUNT   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| #1 - KCP2: PERFORMED MULTIPOINT INSPECTION KCP2<br>813-431-8947<br>Tech: Adam Donoho (421)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Internal |
| #2 - CS: CUSTOMER STATES<br>VEHICLE IS SLUGGISH AND HEARD BACK FIRE AND CLACKING NOISE. SOUNDED LIKE A FAN OR PADDLE NOISE. WAS ON AND OFF LIKE A RYTHMIC PADDLE NOISE LIKE SOMETHING WAS HITTING.<br><br>FOUND FRONT OF VEHICLE SEVERELY FIRE DAMAGED. OPENED TECHLINE CASE #12635065 TO DISCUSS FINDINGS. PER KIA SEVERAL PICTURES WERE TAKEN AND SENT IN FOR REVIEW. THE VALVE COVER WAS ALSO REMOVED TO INSPECT TOP END OF ENGINE. DAMAGE IS FROM WINDSHIELD FORWARD<br>Tech: Adam Donoho (421)<br>DID NOT PERFORM ANY REPAIRS AT THIS TIME. ANY WARRANTY ASSISTANCE WAS DECLINED BY KIA CORPORATE AND CUSTOMER WAS INSTRUCTED TO CONTACT THEIR INSURANCE COMPANY<br>Sub Total: 250.00 | 250.00   |
| #3 - CS: CUSTOMER STATES<br>NOT DONE-SA236 QL REAR DOOR FRAME MOULDING R&R<br>Tech: Adam Donoho (421)<br>UNABLE TO COMPLETE AT THIS TIME<br>Sub Total: .00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |          |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the 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 or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Parts and labor warranty 12 months 12,000 miles - unless otherwise specified.

ALL PARTS INSTALLED ARE NEW  
UNLESS SPECIFIED OTHERWISE.

☐ USED ☐ REBUILT ☐ RECONDITIONED

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



FACE PAGE

**RENTAL AGREEMENT**  
FOR A TEMPORARY SUBSTITUTE VEHICLE

**DEALER INFORMATION**

Name: Lohay Kia

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: 727-799-4499

**CUSTOMER VEHICLE INFORMATION**

License No.: \_\_\_\_\_ State: \_\_\_\_\_

VIN: KNDPR3A67H7

Year/Make/Model/Color: 17 Kia Sportage

**RENTAL VEHICLE INFORMATION**

Date and Time OUT: 2/13/18 A.M. / 9:40 P.M.

Date and Time IN: 3/12/18 A.M. / 8 P.M.

Date and Time DUE IN: 1/1 A.M. / PM

Vehicle VIN: 5XXGT4L3DG

Vehicle Description: 18 Kia Optima

License No.: \_\_\_\_\_ State: \_\_\_\_\_

Mileage IN: \_\_\_\_\_

Mileage OUT: 1719

Miles Driven: \_\_\_\_\_

Miles Allowed: \_\_\_\_\_

Chargeable Miles: \_\_\_\_\_

| FUEL |     |
|------|-----|
| OUT  | IN  |
| F    | F   |
| 3/4  | 3/4 |
| 1/2  | 1/2 |
| 1/4  | 1/4 |
| E    | E   |

**CUSTOMER INFORMATION**

Customer: \_\_\_\_\_

Home Address: \_\_\_\_\_

City: Tampa State: FL Zip: \_\_\_\_\_

Driver's License No.: \_\_\_\_\_ Expires: 9/9/20

Telephone: \_\_\_\_\_

Additional Driver's Name: \_\_\_\_\_ Birth Date: \_\_\_\_\_

Driver's License No.: \_\_\_\_\_ State: \_\_\_\_\_ Expires: \_\_\_\_\_

Additional Driver's Name: \_\_\_\_\_ Birth Date: \_\_\_\_\_

Driver's License No.: \_\_\_\_\_ State: \_\_\_\_\_ Expires: \_\_\_\_\_

**CUSTOMER INSURANCE INFORMATION**

Insurer: State Farm Agent: \_\_\_\_\_

Expiration Date: 2-28-18 Telephone: \_\_\_\_\_

**DAMAGE DESCRIPTION**

Initials: SSZ

Condition Out: \_\_\_\_\_

Condition In: \_\_\_\_\_

CA Claim



| RATES DO NOT INCLUDE FUEL                                                                                                                             | RENTAL CHARGES |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| MILES: <u>27</u> @ <u>38</u>                                                                                                                          | <u>1026</u>    |
| TOTAL TIME AND MILEAGE CHARGES                                                                                                                        |                |
| TAXABLE FUEL GAL @ \$                                                                                                                                 |                |
| TAXABLE SUB-TOTAL                                                                                                                                     |                |
| TAX @ %                                                                                                                                               |                |
| NON-TAXABLE FUEL GAL @ \$                                                                                                                             |                |
| NET DUE CUSTOMER DEPOSIT / REFUND / OTHER                                                                                                             |                |
| SUB-TOTAL                                                                                                                                             |                |
| TOTAL CHARGE                                                                                                                                          | <u>1026</u>    |
| METHOD OF PAYMENT                                                                                                                                     | REFUNDED       |
| \$ <u>1026</u>                                                                                                                                        |                |
| <input type="checkbox"/> CHECK <input type="checkbox"/> AMEX <input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> OTHER |                |
| EXPIRES <u>1/1</u>                                                                                                                                    |                |
| <input type="checkbox"/> CARD VERIFIED                                                                                                                |                |

The valid and collectible liability insurance and personal injury protection insurance of any authorized rental or leasing driver is primary for the limits of liability and personal injury protection coverage required by §§ 324.021(7) and 627.736, Florida Statutes.

Failure to return rented property or equipment upon expiration of the rental period and failure to pay all amounts due (including costs for damage to the property or equipment) are evidence of abandonment or refusal to redeliver the property, punishable in accordance with section 812.155, Florida Statutes.

Customer's Initials: \_\_\_\_\_

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists as further described in Section 2 of the Terms and Conditions.

Customer: \_\_\_\_\_

ALL CHARGES SUBJECT TO FINAL AUDIT



24 HOUR  
SERVICE



INVOICE #

1955 CARROLL ST. • CLEARWATER, FL 33765 • 727-441-2137  
4305 W. CAYUGA ST. • TAMPA, FL 33614 • 813-874-5933

DATE: 02/13/18

BILL TO:

Lake Y KIA

ACCT. NO.

|                                          |                            |                                  |         |
|------------------------------------------|----------------------------|----------------------------------|---------|
| YEAR<br>17                               | MAKE/MODEL<br>Kia Sportage | TAG<br>GRT-K96                   | MILEAGE |
| VIN #<br>KN2PR3B67H                      | COLOR<br>DLC               | TIME<br>7:45 PM                  |         |
| TRUCK #<br>76                            | DRIVER<br>M10487           | RO #                             |         |
| NAME / PHONE #                           |                            |                                  |         |
| ADDRESS                                  |                            |                                  |         |
| LOCATION OF VEHICLE<br>ON US19 / AB Driv |                            | TOWED TO / SERVICE<br>27960 US19 |         |

MARK EXTERIOR DAMAGE ☐ KEYS ☐ CONDITION ☐ GOOD ☐ FAIR ☐ POOR ☐ WRECKED ☐ STRIPPED ☐ BURNED



RIGHT SIDE



REAR



FRONT



LEFT SIDE

| MILEAGE           |  | SERVICE TIME |  | EXTRA TIME     |        |
|-------------------|--|--------------|--|----------------|--------|
| FINISH            |  | FINISH       |  | FINISH         |        |
| START             |  | START        |  | START          |        |
| TOTAL             |  | TOTAL        |  | TOTAL          |        |
| OTHER             |  |              |  | TOWING CHG     | 110.00 |
| Mile 31400        |  |              |  | MILEAGE        | 12.00  |
| Car was on Fire   |  |              |  | LABOR CHG      |        |
| CPD Called it in. |  |              |  | STORAGE CHG    |        |
|                   |  |              |  | NOTIFICATION   |        |
|                   |  |              |  | FUEL SURCHARGE |        |
|                   |  |              |  | TOTAL          | 122.00 |

VEHICLE WILL NOT BE RELEASED UNTIL WRECKER SERVICE IS PAID

DAMAGE RELEASE

WINCHED OR TOWED, I RECOGNIZE THE DIFFICULTY  
RESPONSIBLE FOR SUCH DAMAGE SHOULD IT RESULT.

SIGNATURE OF CAR OWNER OR AGENT

DATE

RECEIVED MAR 2 - 2018

**Motor Vehicle Defect Notification**

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

☒ **I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY**

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

☒ **The vehicle has been out of service at least 15 days to repair one or more substantial defects.**

☐ **3 or more repair attempts have been made to repair the same substantial defect or condition.**

Description of continuing defect(s) or condition(s) \_\_\_\_\_

(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make KIA Model TURBO/SPORTAGE Year 2017

VIN 11111111111111111111 Date of Delivery 2/13/18

Name and City/State of selling dealer or leasing company (if applicable) LOKEY KIA

GEORGE CLEARWATER, FLORIDA

Name and City/State of authorized service agent(s) attempting previous repairs: \_\_\_\_\_

Consumer

Address

St. Pete, FL Florida

Home phone

Work phone (

Signature

Date Mailed

3-1-18

RECEIVED

MAR 09 2018

CONSUMER AFFAIRS



ST PETERS, FL



RECEIVED MAR 2 - 2018

KIA MOTORS AMERICA, INC.  
SOUTHERN REGION  
100 GALLERIA PARKWAY #1550  
ATLANTA, GA 30339



PRESS FIRMLY TO SEAL

PRESS FIRMLY TO SEAL

PRIORITY MAIL EXPRESS



1007



U.S. POSTAGE  
PAID  
ST PETE BEACH, FL  
33706  
MAR 01, 18  
AMOUNT  
**\$27.45**

RECEIVED MAR 2 - 2018

**PRESS™**

BEST SERVICE IN THE U.S.



**CUSTOMER USE ONLY**

FROM: (PLEASE PRINT)

PHONE ( ) ( )

PAYMENT BY ACCOUNT (if applicable)

**DELIVERY OPTIONS (Customer Use Only)**

☐ **SIGNATURE REQUIRED** Note: The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.

**Delivery Options**

- ☐ No Saturday Delivery (delivered next business day)
- ☐ Sunday/Holiday Delivery Required (additional fee, where available\*)
- ☐ 10:30 AM Delivery Required (additional fee, where available\*)

\*Refer to USPS.com® or local Post Office® for availability.

TO: (PLEASE PRINT)

PHONE ( ) ( )

R.A. MOTORS & AERIALS INC.  
SOUTHERN REGION  
100 BULLOCK ROADWAY  
ATLANTA, GA 30339

ZIP + 4® (U.S. ADDRESSES ONLY)

30339

For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.  
\$100.00 insurance included.



UNITED STATES  
POSTAL SERVICE®

**PRIORITY  
★ MAIL ★  
EXPRESS™**

**ORIGIN (POSTAL SERVICE USE ONLY)**

|                                    |                                                                                                                                   |                                   |                                      |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> 1-Day     | <input type="checkbox"/> 2-Day                                                                                                    | <input type="checkbox"/> Military | <input type="checkbox"/> DPO         |
| PO ZIP Code<br>33706               | Scheduled Delivery Date (MM/DD/YY)<br>3/2                                                                                         | Postage<br>\$ 24.70               |                                      |
| Date Accepted (MM/DD/YY)<br>3/1/18 | Scheduled Delivery Time<br><input type="checkbox"/> 10:30 AM <input type="checkbox"/> 3:00 PM<br><input type="checkbox"/> 12 NOON | Insurance Fee<br>\$               | COD Fee<br>\$                        |
| Time Accepted<br>4:46              | 10:30 AM Delivery Fee<br>\$                                                                                                       | Return Receipt Fee<br>\$ 2.75     | Live Animal Transportation Fee<br>\$ |
| Weight<br>lb. oz.                  | Sunday/Holiday Premium Fee<br>\$                                                                                                  | Total Postage & Fees<br>\$ 24.70  |                                      |
| Acceptance Employee Initials<br>SC |                                                                                                                                   |                                   |                                      |

**DELIVERY (POSTAL SERVICE USE ONLY)**

|                             |                                                                    |                    |
|-----------------------------|--------------------------------------------------------------------|--------------------|
| Delivery Attempt (MM/DD/YY) | Time<br><input type="checkbox"/> AM<br><input type="checkbox"/> PM | Employee Signature |
| Delivery Attempt (MM/DD/YY) | Time<br><input type="checkbox"/> AM<br><input type="checkbox"/> PM | Employee Signature |

LABEL 11-B, SEPTEMBER 2015

PSN 7690-02-000-9996

3-ADDRESSEE COPY

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