

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





Kia Motors America, Inc.

Corporate Headquarters

111 Peters Canyon Road

Irvine, CA 92606-1790 USA

T 1 949 468 4800 F 1 949 468 4905

Sent via fax to: <(315)955-6311>

July 31, 2018

[REDACTED]
[REDACTED]
Watertown, NY [REDACTED]

Re: Your File Number: [REDACTED]
Last Name: [REDACTED]

Dear Mrs. [REDACTED]

This letter is being written pursuant to your request for assistance from Kia Motors America (KMA). KMA takes such matters seriously and strives to achieve the highest levels of customer satisfaction. KMA has offered and settled with Ms. Davis. If you have any further questions, please do not hesitate to contact me.

Sincerely,

Gus Villela
Kia Motors America, Inc.
Consumer Affairs
Phone: (949) 430-3321
Fax: (949) 299-3215
Email: gvillela@kiausa.com



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T 1 949 468 4800 F 1 949 468 4905

Sent via fax to: [REDACTED]

July 31, 2018

[REDACTED]

[REDACTED]

Watertown, NY [REDACTED]

Re: Your File Number: [REDACTED]

Last Name: [REDACTED]

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Consumer Affairs

Phone: (949) 430-3321

Fax: (949) 299-3215

Email: gvillela@kiausa.com

CARTHAGE

NY

018722

CERTIFICATE OF TITLE

NEW YORK STATE

www.dmv.ny.gov



Title and Identification No.

5XYPGDA36GG
5XYPGDA36GG

Year

2016

Make

KIA

Model Code

SOR

Body/Hull

SUBN

* * LIENS * *

Document No.

Color

RD

Wt./Sts./Lgth.

3840

Fuel

GAS

Cyl./Prop.

4

New or Used

NEW

Type of Title

VEHICLE

Date Issued

12/21/15

Name and Address of Owner(s)

CARTHAGE NY

ODOMETER READING:

00025

ACTUAL MILEAGE

00025

This document is your proof of ownership for this vehicle, boat or manufactured home. Keep it in a safe place, not with your license or registration or in your vehicle or boat. To dispose of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.

Lienholder

KIA MOTORS
FINANCE

PO BOX 105299
ATLANTA

GA 30348

Lienholder

01

* ONE LIEN RECORDED *

Lienholder

* ONE LIEN RECORDED *

Lienholder

* ONE LIEN RECORDED *

MV-999 (1/11)

DEPARTMENT OF MOTOR VEHICLES

[HOME](#) | [VISIT KIA.COM](#)Search 

Welcome, 
How can we help you today?
[LOG OUT](#)



MY ACCOUNT



PAYMENTS



BUY OR LEASE



LEASE-END



OFFERS



FINANCE TOOLS

Account Number

[Add an Account](#)

PAYMENTS

[Make A Payment](#)[View History](#)[Payoff Quote](#)

YOUR DEALER

BURDICK KIA5885 E. CIRCLE DRIVE
CICERO, NY, 13039

Phone. 315-452-1800

Fax. 315-455-3094

[Visit dealer website](#)

Request a Payoff Quote

Choose a Reason

Other

[Go](#)

Payoff Quote Results

VIN #

5XYPGDA36GG 

Vehicle Description

2016 KIA SORENTO

Current Amount Due

\$561.72

Payoff Amount

\$21,345.36

Per Diem

\$0.00

Payoff Quote Good Through

04/29/2018

Payoff Information

PAYOFF ADDRESS

Make Check Payable to: "Kia Motors Finance" and mail to:

Regular Mail:
Kia Motors Finance
P.O. Box 650805
Dallas, TX 75265-0805Overnight Mail:
Kia Motors Finance
Box 650805
1501 North Plano Rd., Suite 100
Richardson, TX 75081***Payoff Information**

* Account balances, payments and other amounts due or paid appearing on this website assume that all payments posted to your account were made with good funds, were valid and were not applied to your account in error. Account balances may not include amounts you may owe for expenses incurred but not yet billed to your account.



DRIVER'S VILLAGE
IT'S ABOUT TIME.

DRIVER'S VILLAGE • 5885 EAST CIRCLE DRIVE • CICERO, NEW YORK 13039 • (315) 452-1556

VEHICLE PURCHASE AGREEMENT • NY State Facility Number 7100366

BUYER	DATE	HOME PHONE
STREET	CELL PHONE	BUSINESS PHONE
CITY	STATE	FAX NUMBER
CO-BUYER	CUSTOMER E-MAIL ADDRESS:	

I AGREE TO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON BOTH SIDES OF THIS AGREEMENT, THE FOLLOWING VEHICLE:

NEW	YEAR	MAKE	MODEL	BODY	COLOR
☒	2015	KIA	SORENTO	AWD 4DR RD	
☐					
☐					

INSP#	MILES	DATE
		12/03/15

(PURCHASE) ODOMETER MILEAGE STATEMENT

(Federal regulations require you state the odometer mileage upon transfer of ownership. An inaccurate or untruthful statement may make you liable for damages to your transferee, for attorney fees, and for civil or criminal penalties, pursuant to sections 409, 412, and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-513, as amended by Pub. L. 94-364).

I, **DRIVERS VILLAGE INC** state that the odometer on the vehicle described below now reads **N/A** miles/kilometers.

(Check one box only)

- ☐ I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage of the vehicle described below.
- ☐ I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of designed mechanical odometer limit of 99,999 miles/kilometers of the vehicle described below.
- ☐ I hereby certify that to the best of my knowledge the odometer reading as stated above is NOT the actual mileage of vehicle described below, and should not be relied upon.

MAKE	MODEL	BODY TYPE
KIA	SORENTO	AWD 4DR 2
VEHICLE IDENTIFICATION NUMBER		YEAR
5XYPGDA365		2015

(Check one box only)

- ☐ I hereby certify that the odometer of said vehicle was not altered, set back, or disconnected while in my possession, and I have no knowledge of anyone doing so.
- ☐ I hereby certify that the odometer was altered for repair or replacement purposes while in my possession, and that the mileage registered on the repaired or replacement odometer is identical to that before such service.
- ☐ I hereby certify that the odometer was altered for repair or replacement purposes while in my possession, and that the repaired or replacement odometer was incapable of registering the same mileage, that it was reset to zero, and that the mileage on the original odometer or the odometer before repair was _____ miles/kilometers.

CONSUMER INFORMATION

*Estimated Delivery Date **12/02/15** / Place of Delivery **Cicero**
If the new motor vehicle has not been delivered in accordance with this contract within 30 days following the estimated delivery date, the consumer has the right to cancel the contract and to receive a full refund, unless the delay in delivery is attributable to the consumer.

PRIOR USE CERTIFICATION (REQUIRED BY VEHICLE AND TRAFFIC LAW 417-A IF PRINCIPAL PRIOR USE OF THE VEHICLE WERE AS A POLICE VEHICLE, TAXICAB, DRIVER EDUCATION VEHICLE OR RENTAL VEHICLE). THE PRINCIPAL PRIOR USE OF THIS VEHICLE WAS: A POLICE VEHICLE, A TAXICAB, A DRIVER EDUCATION VEHICLE OR A RENTAL VEHICLE.

**The amount indicated on this sales contract or lease agreement for registration and title fees is an estimate. In some instances, it may exceed the actual fees due the Commissioner of Motor Vehicles. The dealer will automatically, and within sixty days of securing such registration and title, refund any amount overpaid for such fees.

Customer Initials _____ Date **12/03/15**

* THE OPTIONAL DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLE FEE, UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBERED PLATES. YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE OFFICE.

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "Z" (TRUTH IN LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, THE DEALER CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE PUBLIC HIGHWAY AT THE TIME OF DELIVERY.

CONTRACTUAL DISCLOSURE FOR USED VEHICLE ONLY
"THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE."

SALES MANAGER **BUCKETT, SHANE** DELIVERY COORDINATOR **HOUSE DEAL**

V.I.N. **5XYPGDA365** STOCK NO.

TOTAL SELLING PRICE \$ **33,055.00**

Service Contract \$ **1,899.00**

MINUS TRADE-IN ALLOWANCE - \$ **11,269.70**

NET DIFFERENCE = \$ **23,684.30**

N.Y.S. SALES TAX COUNTY **7.75** + \$ **1,836.36**

DEALER FEE* + \$ **75.00**

PLUS N.Y.S. INSPECTION + \$ **10.00**

TOTAL PRICE OF VEHICLE (INC. TAX) = \$ **25,616.32**

PAY OFF + \$ **11,269.70**

MISC. + \$ **187.50**

TOTAL AMOUNT DUE = \$ **37,073.52**

REGISTRATION (ESTIMATE) ** + \$ **N/A**

RECONCILIATION

REBATE - \$ **N/A**

REBATE - \$ **N/A**

CASH DEPOSIT - \$ **N/A**

CASH ON DELIVERY - \$

AMOUNT FINANCED/TOTAL BALANCE DUE = \$ **37,073.52**

LIENHOLDER: **KIA MOTORS FINANCE** TERM: **66** MONTHS

THE TRADE-IN

VIN# **KNAFK4H63E5** MILEAGE **N/A**

YEAR	MAKE	MODEL	BODY	COLOR	CYL	TRANS.
2014	KIA	FORTE	4DSD	BR	4	

BANK HOLDING LIEN PLATE NO. EXP DATE

COMMUNITY BANK

BANK ADDRESS **3152 NYS RT 417** BANK PHONE **(866) 290-3818**

LIEN ACCT# CLOSE OUT **11,269.70**

GOOD UNTIL **12/12/15** VERIFIED BY DATE **12/03/15**

I HEREBY STATE THAT THERE ARE NO LIENS OR ENCUMBRANCES ON THE VEHICLE THAT I AM TRADING, OTHER THAN THOSE STATED ABOVE AND THAT THE VEHICLE I AM TRADING DOES NOT HAVE A SALVAGE, FLOOD, OR TITLE

DATE **12/03/15** BUYERS SIGNATURE

I HAVE READ THE TERMS OF THE SALES CONTRACT AND AGREE TO ACCEPT THEM AS STATED.

BUYERS SIGNATURE DATE **12/03/15**

CO-BUYER'S SIGNATURE DATE **12/03/15**

APPROVED BY SELLER DATE **12/03/15**

SEE OTHER SIDE FOR ADDITIONAL TERMS

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER.

White - Office

Yellow - Customer

Pink - New Car Folder

Goldenrod - Used Car Folder



DRIVER'S VILLAGE

RECAP & DISCLOSURE

Customer Info

[REDACTED]
CARTHAGE NY [REDACTED]

Vehicle Info

Year: 2016 Make: KIA Model: SORENTO
VIN: KXP6DA366G [REDACTED]
Odometer: N/A

Financial Info

In accordance to our Fair Credit & Pricing Compliance Program, I understand that I am not required to purchase any of the products listed below to secure financing.

Selling Price: \$31866.66 Base Payment With No Options: \$511.14
Term: 66

I was presented these Products

- Vehicle Service Contract
- Vehicle Maintenance Contract
- Vehicle Protection Package
 - Rust proofing
 - Fabric/Leather Protection
 - Paint Sealant

I am purchasing these Products

Vehicle Service Contract
VREF+IP FULL PKG ENV

5/61.72

By signing below I acknowledge that all products were offered and explained to me.

Customer has viewed Video Presentation, please initial. _____

Customer's Signature: [REDACTED] Date: 12/03/2015

Prepared By: AZZA, DEBBIE

Presented By: [REDACTED]



DISTINCTION™

**MECHANICAL FAILURE
SERVICE CONTRACT****VEHICLE INFORMATION**

CONTRACT NUMBER [REDACTED]	FORM NUMBER K1100115	SERIAL NUMBER 5XTP6DR3660 [REDACTED]	
YEAR 2016	MAKE KIA	MODEL SORENTO	CURRENT ODOMETER READING N/A

DEALER INFORMATION

SELLING DEALER DRIVER'S VILLAGE INC.		FWS DEALER #	
DEALER ADDRESS 5885 E Circle Dr	CITY Cicero	STATE NY	ZIP 13039
LIENHOLDER KIA MOTORS FINANCE	ADDRESS PO BOX 105299		

SERVICE CONTRACT HOLDER INFORMATION

FIRST NAME [REDACTED]	LAST NAME [REDACTED]		
A [REDACTED]	CITY CARTHAGE	STATE NY	ZIP [REDACTED]
(AREA CODE) TELEPHONE NUMBER [REDACTED] 516-3	EMAIL ADDRESS [REDACTED]		

SERVICE CONTRACT INFORMATION

TERM / MILEAGE SELECTED		COVERAGE PLAN SELECTED	
TERM 5 YEARS	MILEAGE 100,000 MILES	POWERTRAIN (PTR) ☐	GOLD (PUG) ☐
SEE "SERVICE CONTRACT PERIOD" TO DETERMINE EXPIRATION DATE AND MILES		SILVER (PUS) ☐	GOLD PLUS (PGP) ☐
		PLATINUM (PNP) ☒	
LIGHT DUTY COMMERCIAL USE COVERAGE		DEDUCTIBLE SELECTED	
ONLY FOR VEHICLES WITH LESS THAN 35,000 MILES ☐ (LCU)		\$0 (ZRD) ☒	
SERVICE CONTRACT PURCHASE DATE 12/03/15		\$100 (Z1H) ☐	
SERVICE CONTRACT PURCHASE PRICE 1,899.00		\$100** (ZR1) ☐	
		\$250 (ZTF) ☐	
		** REDUCING DEDUCTIBLE - WAIVED IF REPAIRS ARE MADE AT SELLING DEALER	

YOU UNDERSTAND THAT THE PURCHASE OF THIS SERVICE CONTRACT IS NOT REQUIRED IN ORDER TO OBTAIN FINANCING OR TO PURCHASE THIS VEHICLE, HAS A STANDARD \$100 DEDUCTIBLE AND MAY PROVIDE CERTAIN COVERAGES WHICH ALREADY MAY BE INCLUDED IN ANY APPLICABLE MANUFACTURER'S WARRANTY.

NOTICE TO SERVICE CONTRACT HOLDER: YOU are required to obtain authorization prior to beginning any repairs covered by this Service Contract except as noted in #2 of **HOW TO MAKE A CLAIM**. This Service Contract is subject to the **ARBITRATION** section contained herein. Please see **STATE AMENDMENTS** section for additional state provisions.

☐ Washington Residents Only: By initialing this box, **YOU** acknowledge **YOU** have reviewed with Selling Dealer the sections of this Service Contract titled: **SERVICE CONTRACT PERIOD, SERVICE CONTRACT COVERAGE, MECHANICAL BREAKDOWN, VEHICLE COVERED PARTS, DEDUCTIBLE AND UNCOVERED COSTS, CANCELLATION, EXCLUSIONS FROM COVERAGE, YOUR RESPONSIBILITIES, HOW TO MAKE A CLAIM, and IMPLIED WARRANTY.** CONTRACTUAL LIABILITY POLICY # CL-02-091.

CUSTOMER SIGNATURE
[REDACTED]
DATE
12/03/15

DEALER SIGNATURE
[Signature]
DATE
12/03/15

SERVICE COMPANY AND ADMINISTRATOR:

FIDELITY WARRANTY SERVICES, INC.

P.O. BOX 8567 ▼ DEERFIELD BEACH, FL 33443 ▼ 1-866-440-1340

COPY 1 - FWS ▼ COPIES 2 & 3 - DEALER ▼ COPY 4 - LIENHOLDER ▼ COPY 5 - CUSTOMER

F-NSRV (01/15) ▼ K110 (01/15)

LZX 97501 ▼ C/S# 7846

PowerProtect™

GUARANTEED ASSET PROTECTION DEFICIENCY WAIVER ADDENDUM (RETAIL ONLY)

THIS IS AN AMENDMENT TO THE RETAIL INSTALLMENT SALES CONTRACT (REFERRED TO AS THE "CONTRACT") BETWEEN THE DEALER AND YOU, THE CUSTOMER, LISTED BELOW AND COVERS ONLY THE ORIGINAL CONTRACT FOR THE PURCHASE OF THE VEHICLE.

ADDENDUM NUMBER: [REDACTED]

INFORMATION SCHEDULE			
Dealer/Lender DRIVERS VILLAGE INC	Borrower [REDACTED]		
Address 5885 E Circle Dr	Address [REDACTED]		ZIP [REDACTED]
City Cicero, NY 13039	State NY	City [REDACTED]	Phone (Evening) [REDACTED]
Phone (315) 783-6882	Fax [REDACTED]	Phone (Daytime) [REDACTED]	

Effective Date of GAP Waiver Agreement and Loan Inception Date (must be same date)
12/03/15

Interest Rate
N/A

Monthly Payment
561.72

Term of Finance Contract
66 months

Lienholder/Assignee: **KIA MOTORS FINANCE**

Vehicle Identification Number
5XYP5DA36GB

VEHICLE DESCRIPTION **Auto/Light Truck**

Model
SORENTO

Year
2016

Make
KIA

GAP Charge to Borrower
\$ 175.00

Total amount financed
37,073.52

GAP WAIVER AGREEMENT
Term in Months **66**

N/A % benefit as determined by National Automobile Dealers Association (NADA)

FORM REQUESTED

☒ Financing Contract
Not available for leased vehicles.

IMPORTANT INFORMATION REGARDING OPTIONAL GAP. PLEASE READ.

I. KEY INFORMATION

- You might not need GAP depending on how much of a down payment (including trade-in value) You made on Your Vehicle, the term of Your Contract, the make of Vehicle and other factors.
- You may purchase GAP only at the time You sign Your Contract to purchase the Vehicle from the Dealer.
- It is Your responsibility to determine whether the cost for GAP is reasonable in relation to the protections it affords You and Your family. You may also wish to consult with an attorney.
- agent to determine whether alternative programs or products are available and at what cost.
- In cases of Transfer of Equity (See Section III - DEFINITIONS), GAP is transferable.
- GAP coverage may decrease over the term of the Contract.
- GAP coverage terminates if You prepay or refinance the Contract.
- GAP coverage terminates if You default under Your Contract. The refund may be applied by the Lienholder as a reduction of the overall amount owed under Your Contract.
- GAP coverage terminates if You are not required to purchase GAP to obtain credit or financing. Neither the extension of credit, the terms of credit, nor the terms of the related motor vehicle insurance policy, including but not limited to collision, comprehensive, bodily injury, property damage or theft coverage, shall constitute a requirement for You to purchase GAP.
- Contract. Any refund due will be paid to the Lienholder. The refund may be applied by the Lienholder as a reduction of the overall amount owed under Your Contract.
- You are not required to purchase GAP. It is completely voluntary and optional.
- Deferred Payments, which are not part of the scheduled Contract payments, are considered late payments.
- substitute for lost cash down payment, trade equity or finance charges after the Date of Loss.
- that there is no Deficiency Balance.

12/03

with the Dealer is amended by adding the following and subject to the provisions or above determines that the Vehicle is a Total Loss, then You will be responsible for the Date of Loss, or the Vehicle on the Date of Loss based on a Date of Loss and refundable



Driver's Village, Inc
DBA Burdick Dodge
5885 East Circle Drive, Suite 335
Cicero, New York 13039
Telephone # (315) 699-6300
Facility ID # 7100371

RECEIPT

CUSTOMER
[REDACTED]

RECEIPT #
[REDACTED]
DATE
12/02/15 14:27
AMOUNT
500.00

Payment Received:		
Visa/Mc/Discover Approval Number	[REDACTED]	500.00
	Total Received:	500.00
Payment Applied To:	[REDACTED]	
111024 : P16000189 : DP		500.00
	Total Applied:	500.00



STORE 394 REPAIR SHOP# 7085469
5 BROAD STREET
SHOP 394
CARTHAGE, NY 13619
(315)493-1443

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: CARTHAGE, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) 000-0000 ext.00000
Other Phone: () -
Tax Exempt #:

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36GG [REDACTED]
Color:
Engine: 2.4
Mileage In: 4784
Mileage Out: 4784

Date/Time: 01/28/16 11:41:11
Estimate #: 126665
Invoice #: [REDACTED]
Key Tag: False
PO Number:
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number:
Est Created On: 01/26/16

Services Requested:
LOF & ROTATE TIRES, CK. AIR FILTER, SYNPOWER

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80									
SERVICE									
5	5W20SYN	S	5W20 VALV SYNPOWER	60		14.00	14.00	0.00	70.00
1	VO39	S	OIL FILTER	60		7.99	7.99	5.00	12.99
1	TIREROTATE	S	TIRE ROTATION	60		0.00	0.00	0.00	0.00
1	LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
1	BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
1	BI	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00
1	ROTATE-NP	C	NOT PERFORMED	60		0.00	0.00	0.00	0.00
			JOB DISCOUNT:				(16.92)	(1.08)	(18.00)
			TOTAL SERVICE:	64.99					

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

These parts were declined by the customer:
1 BI S INSPECT BRAKES
Subtotal of declined parts (tax not included):

0.00	0.00	0.00	0.00
0.00	0.00	.00	0.00

The undersigned acknowledges that this invoice is for services rendered by Monroe Muffler Brake & Service and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monroe Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Monroe Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

PAY TYPE: VISA 70.19 Date: 1/28/2016 APPROVAL #: 498179 ENTRY:
CREDIT CARD #: XXXX-XXXX-XXXX-8454

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 09:25:17)

PAY	AMT	SUB TOTAL	64.99
VISA	70.19 1/28/2016	SALES TAX	5.20
TECH: 074377-0.00	E. SCHUERFELD	GRAND TOTAL	70.19

CUSTOMER COPY



STORE 394 REPAIR SHOP# 7085469
5 BROAD STREET
SHOP 394
CARTHAGE, NY 13619
(315)493-1443

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: CARTHAGE, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) 000-0000 ext. 00000
Other Phone: () -
Tax Exempt #:

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36GG [REDACTED]
Color:
Engine: 2.4
Mileage In: 15862

Date/Time: 06/16/16 14:12:38
Estimate #: 128936
Invoice #: [REDACTED]
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number:
Est Created On: 06/14/16

Mileage Out: 15862

Services Requested:
LOF & ROTATE TIRES, CK. AIR FILTER, MAXLIFE

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80 WRENCH									
SERVICE									
5	5W20MAXB	S	VALVOLINE MAXLIFE 5W20 (SN)	60		7.75	6.50	0.00	32.50
1	VO39	S	OIL FILTER	60		7.99	7.99	6.50	14.49
1	LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
1	BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
937/800 GOOD									
1	TIREROTATE	S	TIRE ROTATION	60		0.00	0.00	0.00	0.00
1	BI	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00
JOB DISCOUNT:							(8.00)	(4.00)	(12.00)
TOTAL SERVICE:				34.99					

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 37.79 Date: 6/16/2016 APPROVAL #: 718611 ENTRY: SWIPE
CREDIT CARD #: XXXX-XXXX-XXXX-0372

The undersigned acknowledges that this invoice is for services rendered by Monroe Muffler Brake & Service and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monroe Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Monroe Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 09:25:22)

PAY AMT
VISA 37.79 6/16/2016
TECH: 074377-0.00 E. SCHUERFELD

SUB TOTAL 34.99
SALES TAX 2.80
GRAND TOTAL 37.79

CUSTOMER COPY



STORE 394 REPAIR SHOP# 7085469
5 BROAD STREET
SHOP 394
CARTHAGE, NY 13619
(315)493-1443

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: CARTHAGE, NY, 1 [REDACTED]
Home Phone: (315) 493-0700
Work Phone: (315) 000-0000 ext.00000
Other Phone: () -
Tax Exempt #:

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36GG [REDACTED]
Color:
Engine: 2.4
Mileage In: 25094

Date/Time: 09/30/16 10:15:19
Estimate #: 131107
Invoice #: [REDACTED]
Key Tag: False
PO Number:
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number:
Est Created On: 09/29/16

Mileage Out: 25095

Services Requested:
LOF & ROTATE TIRES, CK. AIR FILTER

		Sales Status		Description	Loc	Warr	List	Net	Labor	Amount
Qty.	Part #		Code							
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80 wrench										
SERVICE										
5	5w20B	S	VALVOLINE PREMIUM		60		5.00	3.00	0.00	15.00
			CONVENTIONAL 5W20 (SN)							
1	VO39	S	OIL FILTER		60		7.99	7.99	7.00	14.99
1	BATCK	S	FREE BATTERY CHECK		60		0.00	0.00	0.00	0.00
1	TIREROTATE	S	TIRE ROTATION		60		0.00	0.00	0.00	0.00
1	LUBE	S	LUBE(IF POSSIBLE)		60		15.00	0.00	0.00	0.00
1	BI	S	INSPECT BRAKES		60		0.00	0.00	0.00	0.00
								(7.00)	(3.00)	(10.00)

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 21.59 Date: 9/30/2016 APPROVAL #: 937746 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-8454
AID: A0000000031010 Terminal ID: 090451001

The undersigned acknowledges that this invoice is for services rendered by Monro Muffler Brake & Service and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monro Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Monro Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 09:25:27)

PAY	AMT	SUB TOTAL	19.99
VISA	21.59 9/30/2016	SALES TAX	1.60
TECH:		GRAND TOTAL	21.59

CUSTOMER COPY



STORE 114 REPAIR SHOP# 7042156
730 CANTON ST.
SHOP 114
OGDENSBURG, NY 13669
(315)393-4015

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: OGDENSBURG, NY, 1 [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) - [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: JOHN MEASHEAW JR.
Services Requested:

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 30698
Mileage Out: 30698

Date/Time: 12/20/16 18:27:12
Estimate #: 283355
Invoice #: [REDACTED]
Key Tag: [REDACTED]
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number: [REDACTED]
Est Created On: 12/20/16 17:42:13

NY STATE INSPECTION, LOF & ROTATE TIRES, CK. AIR FILTER, MAX

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80									
SERVICE									
1	10	S	SAFETY INSP PASS	0		0.00	0.00	10.00	10.00
5	5W20MAXB	S	VALVOLINE MAXLIFE 5W20 (SN)	60		7.75	6.50	0.00	32.50
1	VO39	S	OIL FILTER	60		7.99	7.99	7.00	14.99
1	NYINSPECT	S	NY STATE INSPECTION STICKER#	60		0.00	0.00	0.00	0.00
1	BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
1	BI	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00
1	LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
			JOB DISCOUNT:				(12.33)	(5.17)	(17.50)
			TOTAL SERVICE:	39.99					

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 2,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified as used or rebuilt. All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 42.63 Date: 12/20/2016 APPROVAL #: 841731 ENTRY: SWIPE
CREDIT CARD #: XXXX-XXXX-XXXX-8454

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 17:34:00)

PAY	AMT	SUB TOTAL	39.99
VISA	42.63 12/20/2016	SALES TAX	2.64
		GRAND TOTAL	42.63

PAYMENT COLLECTED BY: J. MEASHEAW JR.
TECH: 067162-0.00 J. COCHRAN

CUSTOMER COPY



STORE 394 REPAIR SHOP# 7085469
5 BROAD STREET
SHOP 394
CARTHAGE, NY 13619
(315)493-1443

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: CARTHAGE, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) 000-0000 ext. 00000
Other Phone: () -
Tax Exempt #:

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36GC [REDACTED]
Color: RED
Engine: 2.4
Mileage In: 39212

Date/Time: 03/21/17 10:49:14
Estimate #: 134371
Invoice #: [REDACTED]
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number:
Est Created On: 03/20/17

Mileage Out: 39213

Services Requested:
LOF & ROTATE TIRES, CK. AIR FILTER, MAXLIFE

Qty. Part #		Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80 WRENCH/ YELLOW									
SERVICE									
5	5W20MAXB	S	VALVOLINE MAXLIFE 5W20 (SN)	60		7.75	6.50	0.00	32.50
1	VO39	S	OIL FILTER	60		7.99	7.99	6.50	14.49
1	LUBE	S	LUBE (IF POSSIBLE)	60		15.00	0.00	0.00	0.00
1	BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
1	TIREROTATE	S	TIRE ROTATION	60		0.00	0.00	0.00	0.00
1	BI	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00
			JOB DISCOUNT:				(8.00)	(4.00)	(12.00)
			TOTAL SERVICE:	34.99					

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 37.79 Date: 3/21/2017 APPROVAL #: 391584 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-8454
AID: A0000000980840 Terminal ID: 090451001

The undersigned acknowledges that this invoice is for services rendered by Monro Muffler Brake & Service and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monro Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Monro Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 09:25:32)

PAY AMT
VISA 37.79 3/21/2017
TECH: 074377-0.00 E. SCHUERFELD

SUB TOTAL 34.99
SALES TAX 2.80
GRAND TOTAL 37.79

CUSTOMER COPY

Invoice

LUBE EXPRESS

50 Franklin St
PO Box 132
West Carthage, NY 13619
(315) 493-6720

(Reprint)
Invoice #

Page # 1
May 23, 2017
10:58:38 AM

OGDENSBURG NY
Salesperson: ADAM FLYNN

Item #	Qty	Description	Price	Amount
LOF	1.00	LUBE OIL FILTER	\$30.95	\$30.95

2016 KIA SORENTO
2.4L
M10479
5/20 4.8 QTS
46797 MILES
TECH TB

Thank you for visiting Carthage Auto
Repair And Service Center. COME AGAIN

Sub Total	\$30.95
Sales Tax	\$2.48
Services	\$0.00

Total Due \$33.43

Pay Type:
Visa \$33.43

Change Due \$0.00



STORE 114 REPAIR SHOP# 7042156
730 CANTON ST.
SHOP 114
OGDENSBURG, NY 13669
(315)393-4015

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: OGDENSBURG, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) - [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: DONALD BEEBIE
Services Requested:
LOF & ROTATE TIRES, CK. AIR FILTER

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 52638
Mileage Out: 52638

Date/Time: 07/24/17 10:25:11
Estimate #: 291102
Invoice #: [REDACTED]
Key Tag: False
PO Number:
Email Address:
Fleet/Wholesale: N
Unit Number:
Est Created On: 07/21/17

Qty. Part #		Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: Not Available			Torque: Not Available						
SERVICE									
5	5W20MAXB	R	VALVOLINE MAXLIFE 5W20 (SN)	60		7.75	6.50	0.00	32.50
1	V039	R	OIL FILTER	60		7.99	7.99	7.00	14.99
1	BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
1	LUBE	R	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
			JOB DISCOUNT:				(10.50)	0.00	(10.50)
			TOTAL SERVICE:	36.99					

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. used or rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 39.95 Date: 7/24/2017 APPROVAL #: 251832 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-8454
AID: A0000000980840 Terminal ID: 089793002

The undersigned acknowledges that this invoice is for services rendered by Monroe Muffler Brake & Service and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monroe Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Monroe Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial: _____

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 17:33:59)

PAY	AMT	SUB TOTAL	36.99
VISA	39.95 7/24/2017	SALES TAX	2.96
		GRAND TOTAL	39.95

PAYMENT COLLECTED BY: M. AZZARONE
TECH: 037337-0.00 M. AZZARONE

CUSTOMER COPY

Invoice

LUBE EXPRESS

50 Franklin St
PO Box 132
West Carthage, NY 13619
(315) 493-6720

(Reprint)
Invoice #

Page # 1
November 2, 2017
9:39:06 AM

OGDENSBURG NY
Salesperson: DEREK BURTO

Item #	Qty	Description	Price	Amount
LOF	1.00	LUBE OIL FILTER	\$30.95	\$30.95

2016 KIA SORENTO
2.4L
M10479
5/20 4.8 QTS.
62075 MILES
TECH AF

Thank you for visiting Carthage Auto
Repair And Service Center. COME AGAIN

Sub Total	\$30.95
Sales Tax	\$2.48
Services	\$0.00

Total Due \$33.43

Pay Type:
Visa \$33.43

Change Due \$0.00



STORE 114 REPAIR SHOP# 7042156
730 CANTON ST.
SHOP 114
OGDENSBURG, NY 13669
(315)393-4015

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: OGDENSBURG, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) - [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: DONALD BEEBIE
Services Requested:
4 TIRES

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 63217
Mileage Out: 63217

Date/Time: 11/15/17 14:12:13
Estimate #: 295870
Invoice #: [REDACTED]
Key Tag:
PO Number:
Email Address: none
Fleet/Wholesale: N
Unit Number:
Est Created On: 11/14/17 17:28:31

Qty. Part #		Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: Not Available Torque: Not Available									
TIRE SERVICE									
4	MB100	S	WHEEL BALANCE	A	60	0.00	0.00	0.00	0.00
TOTAL TIRE SERVICE:				A	60	0.00	0.00	0.00	0.00
SERVICE									
4	TT	S	TIRE INSTALLATION	A	60	0.00	0.00	0.00	0.00
4	L0945	S	STANDARD VALVE STEM	A	60	0.00	0.00	0.00	0.00
TOTAL SERVICE:				A	60	0.00	0.00	0.00	0.00
TIRE									
4	766722358	S	* GDY ULTRA GRIP WINTER	A	70	142.99	140.99	0.00	563.96
Tire Size: 235/65R17 Speed Rating: T Ply: 04									
Load Range: B Sidewall: VSB Load Index: 104									
Mileage Warranty: 0									
DOT Numbers:									
gssg4117			Mfg. Date: 41st week of 2017						
gssg4117			Mfg. Date: 41st week of 2017						
gssg4117			Mfg. Date: 41st week of 2017						
gssg4117			Mfg. Date: 41st week of 2017						
1	*766722358	S	Discount On 766722358	A	70	0.00	(60.00)	0.00	(60.00)
4	TR2	S	TIRE RECYCLING FEE	A	0	2.50	2.50	0.00	10.00
4	NYTIREFEE	S	WASTE TIRE	A	0	2.50	2.50	0.00	10.00
MANAGEMENT FEE									
(NY State Required)									
TOTAL TIRE:				523.96					

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 565.08 Date: 11/15/2017 APPROVAL #: 948566 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-1446
AID: A0000000980840 Terminal ID: 089793001

NOTICE TO CUSTOMERS

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I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

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Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

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CUSTOMER COPY

SEE NEXT PAGE



STORE 114 REPAIR SHOP# 7042156
730 CANTON ST.
SHOP 114
OGDENSBURG, NY 13669
(315)393-4015

PAGE 2

Customer ID:

Name:

Address:

Address 2:

City, State, Zip/PO Box: OGDENSBURG, NY, 1

Home Phone:

Work Phone: (315) -

Other Phone: () -

Tax Exempt #:

Manager: DONALD BEEBIE

Services Requested:

4 TIRES

Year: 16
Make: KIA
Model: SORENTO
Lic No:
VIN:
Color: 2.4
Engine: 2.4
Mileage In: 63217

Mileage Out: 63217

Date/Time: 11/15/17 14:12:13
Estimate #: 295870
Invoice #:
Key Tag:
PO Number:
Email Address: none
Fleet/Wholesale: N
Unit Number:
Est Created On: 11/14/17 17:28:31

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
------	--------	----------------------	-------------	-----	------	------	-----	-------	--------

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 17:33:57)

PAY	AMT		SUB TOTAL	523.96
VISA	565.08 11/15/2017		SALES TAX	41.12
			GRAND TOTAL	565.08

PAYMENT COLLECTED BY: M. AZZARONE
TECH: 008685-0.00 F. BICE

CUSTOMER COPY



STORE 114 REPAIR SHOP# 7042156
730 CANTON ST.
SHOP 114
OGDENSBURG, NY 13669
(315)393-4015

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: OGDENSBURG, NY [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) - [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: MICHAEL AZZARONE
Services Requested:
NY STATE INSPECTION

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 66505
Mileage Out: 66505

Date/Time: 12/27/17 11:32:51
Estimate #: 297479
Invoice #: [REDACTED]
Key Tag: False
PO Number:
Email Address: none
Fleet/Wholesale: N
Unit Number:
Est Created On: 12/26/17

		Sales Status							
Qty.	Part #	Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: Not Available			Torque: Not Available						
SERVICE									
1	10	S	SAFETY INSP PASS	0		0.00	0.00	10.00	10.00
5	5W20MAXB	S	VALVOLINE MAXLIFE 5W20 (SN)	60		7.75	6.50	0.00	32.50
1	VO39	S	OIL FILTER	60		7.99	7.99	7.00	14.99
1	BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
1	LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
1	NYINSPECT	S	NY STATE INSPECTION STICKER#	60		0.00	0.00	0.00	0.00
JOB DISCOUNT:							(10.50)	0.00	(10.50)
TOTAL SERVICE:				46.99					

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 49.95 Date: 12/27/2017 APPROVAL #: 036039 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-8454
AID: A0000000980840 Terminal ID: 089793001

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are priced or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

The undersigned acknowledges that this invoice is for services rendered by Monro Muffler Brake & Service and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monro Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Monro Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial: _____

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 17:33:54)

PAY	AMT	SUB TOTAL	46.99
VISA	49.95 12/27/2017	SALES TAX	2.96
		GRAND TOTAL	49.95

PAYMENT COLLECTED BY: M. AZZARONE
TECH: 008685-0.00 F. BICE

CUSTOMER COPY

Bill's Tire Center
1000 Patterson St #7074673
Ogdensburg, NY. 13669
Phone: 315-393-3280 Fax: 315-393-9271

INVOICE

Org. Est. # 121428
Shop ID #
7074673

Invoice from History

Work Completed : 02/22/2018 Date: 04/09/2018

2016 Kia - Sorento L - 2.4L, In-Line4 (144CI) VIN(3)
Lic # : Odometer In : 71878

Ogdensburg, NY

Home

VIN # : 5XYPGDA36 G

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext
---------------------------	-----	------	-----	-------------------	-----

				SCRAPE OFF OLD REGISTRATION	n/c
				oil lube and filter-SYNTHETIC BLEND	24.95
				oil lube and filter	

Org. Estimate 26.95 Revisions 0.00 Current Estimate 26.95

Labor:	24.95
Parts:	0.00
SubTotal:	24.95
Tax:	2.00
Total:	26.95
Bal Due:	\$0.00

[Payments - Visa - \$26.95]
Vehicle Received: 2/22/2018

Customer Number : 16585

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____

Visit us on the web : www.bills-tirecenter.com

Our Email Address: billstire@ymail.com



July 2, 2018

[REDACTED]
Carthage, NY [REDACTED]

Re: [REDACTED]
2016, KIA SORENTO 5XYPGDA36GG [REDACTED]

Dear [REDACTED]

The following documents must be returned to Kia Motors Finance before the Substitution of Collateral can be approved:

- ☒ Substitution of Collateral Agreement (original signature from customer, cosigner and dealer are needed)
- ☐ Credit Application
- ☒ Odometer Statement for new + old vehicle
- ☒ Power of Attorney (original signatures needed)
- ☒ Proof of Insurance for new car
- ☒ Dealer Invoice (Bill of Sale)
- ☒ Copy of Manufacturer's Statement of Origin + Title Application for the new collateral listing Kia Motors Finance as Lienholder with the following address:

Kia Motors Finance
PO Box 20825
Fountain Valley, CA 92728-0825

- ☐ If the original vehicle was a total loss, the amount currently being offered from the insurance company is . Upon approval for the Substitution of Collateral, Kia Motors Finance will send this settlement amount as payment for the replacement vehicle.

Prior to approval / denial of the Substitution of Collateral request, Kia Motors Finance, will review all received documentation and the customer's account. Please note, **the customer's account MUST BE CURRENT before a Substitution of Collateral can be approved.**

If you have any questions or need assistance in any way, please do not hesitate to contact us toll free at 1-866-344-5632.

Sincerely,

[REDACTED]
Customer Service
Kia Motors Finance



Contract Date: _____

Motor Vehicle: _____

Year Make Model VIN.

The following insurance coverage is in place on the Motor Vehicle, as required by the retail installment sales contract (the "Contract"):

COVERAGE

- **Collision and Comprehensive:** The insurance policy includes collision and comprehensive coverage for physical damage or loss to the Motor Vehicle.
- **Max. Deductible:** The deductible is no more than **\$1,000**.

ADDITIONAL LOSS PAYEE

The insurance policy names the following lien holder as an additional loss payee:

Kia Motors Finance
P. O. Box 20809
Fountain Valley, CA 92708-0809

POLICY INFORMATION

Insurance Company Name _____

Policy Number _____

Effective Date _____

Expiration Date _____

Insurance Agent's Name _____

Agent's Phone _____

Insurance Agent's Address _____

SIGNATURES

By signing below: (1) I/we certify to Kia Motors Finance ("KMF"), the proposed assignee of the Contract, that the above is true and correct, and (2) I/we authorize our current and any future insurance company and/or insurance agent to release to KMF, its agents successors and assignees, all information concerning my/our insurance on the Motor Vehicle. I/we understand that state law also requires me/us to maintain automobile liability insurance.

Please attach a copy of your insurance card or Declarations page from your policy.

X

Buyer's Signature _____

Date _____

X

Co-Buyer's Signature _____

Date _____

Type or Print Name _____

Type or Print Name _____

DEALERSHIP'S VERIFICATION

By signing below, Dealership/Seller certifies to KMF that it has verified that the above insurance is in place.

Dealership Name _____

X

Dealership Signature _____

Date _____

Type or Print Name and Title _____



Finance

Substitution Agreement

Account No. [REDACTED]

Date July 2, 2018

The word "Buyer" when used herein refers to the Buyer and Co-Buyer, if any. Buyer named below and Seller named below have heretofore entered into the Contract described below whereby Buyer purchased from Seller the Property described below:

DESCRIPTION OF CONTRACT (referred to herein as the "Contract")			DESCRIPTION OF PROPERTY (referred to herein as the "Property")				
Type Of Contract	Date Of Contract	Original Amount Financed	New/Used	Year	Make	Model	Vehicle I.D. Number
RETAIL	12/3/2015	\$20,221.92	NEW	2016	KIA	SORENTO	5XYPGDA36GG [REDACTED]

Buyer and Kia Motors Finance ("Kia Finance"), the present holder of the Contract, hereby agree to substitute the Substitute Property described below in the place and stead of the Property:

DESCRIPTION OF SUBSTITUTE PROPERTY (referred to herein as the "Substitute Property")						
New/Used	Year	Make	CYL.	Model	Vehicle I.D. Number	
NEW	2019	KIA	4	SORENTO	5XYPGDA39KG4 [REDACTED]	
License No.		Odometer Reading		Color	Interior/Trim	Key Number
				PLATINUM	BLACK	UM2470

Buyer hereby conveys legal title to and grants a security interest under the Uniform Commercial Code and any other applicable laws or regulations in the Substitute Property to Kia Motors Finance to secure Buyer's performance under the terms and conditions of the Contract buyer has paid all amounts due under the Contract, including any future debt incurred thereunder, in full. The security interest is to the same extent as described under the Contract. Buyer and Kia Motors Finance understand and agree that all the terms and conditions of the Contract shall continue in force and effect, except that the obligations of the Buyer and the rights and remedies of Kia Motors Finance contained therein with respect to the Property shall apply to the Substituted Property as if the substituted Property were originally the subject of the Contract.

Buyer Signature: [REDACTED] Co-Buyer Signature: [REDACTED]
Type Name: [REDACTED] Type Name: [REDACTED]
Buyer's Address: [REDACTED] Co-Buyer's Address: [REDACTED]

CONSENT OF GUARANTOR(S)

The undersigned, guarantor(s) of the Contract, consent to the foregoing substitution and agree that such substitution shall not release, alter or in any manner affect undersigned's obligations with respect to the Contract.

Guarantor _____ Guarantor _____

CONSENT TO SELLER

The undersigned, the original Seller of the Property, consents to the foregoing substitution and agrees that such substitution shall not release, alter or in any manner affect undersigned's obligations with respect to the Contract.

Seller: [REDACTED] By: [REDACTED] Title: [REDACTED]

CONSENT OF KIA MOTORS FINANCE

Subject to all the foregoing terms and conditions, Kia Motors Finance hereby consents to the foregoing substitution.

KIA MOTORS FINANCE

By: [REDACTED]

Date: July 2, 2018

To: Brad Charlton

From: Servicing Support

Fax:

Fax:

Phone: 315) 788-5427

Phone:

Pages:

Email:

Re: [REDACTED]

☐ Urgent

☐ For Review

☐ Please Comment

☐ Please Reply

Hello

Attached is the checklist of ALL documents needed and returned to HMF once the transfer is completed. Please verify all the vin#s are correct. I have emailed a copy of the packet to HMA.

Please FEDEX to me all the documents required to :

KIA MOTOR FINANCE
4100 WILDWOOD PKWY
ATLANTA GA 30339
ATTN: ASHLEY MURRAY

If you do not receive any part or all of this facsimile transmittal, please contact sender at phone number above.

CONFIDENTIALITY NOTICE

The document(s) accompanying this facsimile transmission contain information from Hyundai Capital America is/are confidential or legally privileged in nature. The information is intended only for the use of the individual(s) or entity(ies) identified on this transmittal. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this facsimile transmittal is strictly prohibited and that the documents should be returned to Hyundai Capital America immediately. In this regard, if you have received this telecopy in error, please notify us by telephone immediately so that we can arrange for the return of the original documents to us at no expense to you.

PL REPURCHASE / REPLACEMENT CHECKLIST

Customer: [REDACTED]	VRS / Siebel #: 112637 / 12676046
--	-----------------------------------

Customer currently in rental until check issued?	YES ☐ NO ☒
Date package sent to NCA	7/2/18
Date NCA reviewed package	

☒	TYPE OF CASE – CHECK ONE	
☐	Requested by NCA/PQ Dept.	Currently accumulating storage fees? YES NO
☒	Product Liability/Subrogation Settlement	Currently accumulating storage fees? YES ☒ NO
☐	Legal Settlement by KMA Legal Dept.	Hard compliance date:

☒	Check and include all documents that apply in order listed below
☒	Checklist
☒	Customer Offer Letter / Subrogation Demand / ADL / Settlement Letter
☒	Sales Documents – Original Vehicle – Sales/Lease Contract & Invoice (or copy of Screen 1 from the Vehicle Master)
☐	VIN Incentive History from KIAS 2 – Original vehicle
☒	Lien Holder Payoff Information and signed Loan Authorization Form
☐	Current vehicle registration (or copy of title if vehicle is free and clear)
☒	Vehicle Replacement Authorization (if applicable)
☐	Replacement Vehicle Invoice (if applicable)
☐	Replacement Vehicle RDR (copy of Screen 2 from the Vehicle Master showing same sales type as listed on Vehicle Replacement Authorization)
☐	VIN Incentive History from KIAS 2 – Replacement vehicle
☐	Copy of Cause and Origin Report (if applicable)
☐	Copy of subrogation costs (breakdown/proof of payment if applicable)
☐	Copy of accident report or fire report (if applicable)
☐	TL Siebel Reports Included in Package (if applicable)
☐	FTS Inspection Report (if applicable)
☒	Warranty History & Campaign (Recall) List Showing Completed and Open Recalls
☒	Repair Orders
	SCRAP VEHICLES
☐	Repair estimate
☐	KBB value
☐	Photos of vehicle
☒	Copy of VRS Screens and CA Siebel Case Reports

7/02/18
15:43:14

Kia Motors America
Manual Check/Wire Request

VILLELAG
CSD03007

Case: [REDACTED] Clrfy: 12676046 5XYPGDA36GG [REDACTED]
Resp DLR: 90202 Dist: 98 Region: NA Model: 2016 SORENTO LX AWD Mile: 72000
ROADSIDE TOW CLAIMS Warranty Start Date: 12/ 3/15

=====

Repurchase Type?: PL Product Liability Settlement
Reason for Repur: EN ENGINE (MISC) Part#: 21102 2GK12
of Complaints for above reason: 01 times ENGINE ASSY-SHORT
Total Days Down: 001 DTC(if any):
Main Issue of Repur: SP - SETTLEMENT - PROD LIABILITY

=====

REPURCHASE COMMENTS(KCR) (Include All Payee's Name and Address)
07/02/18 GV:CUST DROPPED OFF VEHICLE AT DLR AFTER THE VEHICLE WAS BEING
DRIVEN AND THE CAR STARTED SMOKING AND THE OIL LIGHT CAME ON WHEN THE CAR
THEN SHUTOFF AND ALL THE LIGHTS CAME ON AGAIN AND THE VEHICLE STARTED
ROLLING.WTR REVIEWED CASE WITH MANAGEMENT AND BASED ON REVIEW,KMA OFFERED
THE CUSTOMER REPAIR OF HE VEHICLE. CUST ADVISED DOESNT FEEL SAFE IN VEHICLE
. WTR REREVIEWED AND OFFERED CUST SOC.CUST ACCEPTED FOR A 2019 MODEL AND
A \$3000 CUSTOMER CONTRIBUTION.

CHECKS PAYABLE AS FOLLOWS:

FX CAPRARA IMPTS OF WATERTOWN,
FX Caprara Kia
18675 US ROUTE 11
18675 US ROUTE 11
WATERTOWN, NY 13601

\$27,413.25

STROUPJ

BRAD HOLT

=====

Date

Date

J.J. 7-2-18

MICHELE CAMERON

7/02/18

Kia Motors America

VILLELAG

15:43:14

Vehicle Repurchase Information I

CSD03001

Case: [REDACTED] Clrfy: [REDACTED] 5XYPGDA36G [REDACTED]

Resp DLR: 90202 Dist: 98 Region: NA Model: 2016 SORENTO LX AWD Mile: 72000

ROADSIDE TOW CLAIMS

Warranty Start Date: 12/ 3/15

Repurchase Type?: PL Product Liability Settlement

Date Decision Made: / /00

Dlr Cost(Inv) \$ 29,084.00

Date Regn C/A Rcvd Pkg: / /00

Book Value \$

CE:(Y/N) Y New VIN?: 5XYPGDA39KG4 [REDACTED]

Gr Repr Exp \$ 27,413.25

Credit \$

RCA Representative: STROUPJ

ACV Recovry Amt \$

Current KMA Expense \$ 27,413.25

Initial Dlr to Buy/Other DLR to by veh: N

KMC Recovry Amt \$

Sold by Auct:(Y/N) Y

KMA Nt Repr Exp \$ 27,413.25

Date sent to NAT: / /00

Date NAT Request Rcvd: / /00

KMA Chk Issue Date: / /00 Check #: 00000000

Last Mod By VILLELAG

Date KMA Check Mailed to Region: / /00

Last Mod date 07/02/18

Date Region Rcvd KMA Chk: / /00

Date ACV Recovery Chk/Crd Sent to NAT: / /00

Vendor Claim:

Date ACV Recovery Chk/Crd Rcvd: / /00

Date Closed Region:

Date Closed National:

7/02/18

Kia Motors America

VILLELAG

15:43:14

Vehicle Repurchase Information II

CSD03002

Case: [REDACTED] Clrfy: [REDACTED] 5XYPGDA36GG [REDACTED]

Resp DLR: 90202 Dist: 98 Region: NA Model: 2016 SORENTO LX AWD Mile: 72000

ROADSIDE TOW CLAIMS

Warranty Start Date: 12/ 3/15

Is delivering dealer buying trade:

USED CAR GUIDE (Mon/Yr): / 00

Book Value (WBV) \$

Date Avail for Sale: /00/00

Floor Amount (Auct) \$

Floor Amt to Book Value: %

Actual Sold Date: /00/00

Gross Sales Price: \$

Grss Sls Prc to Bk Value: %

Owner State?: NY

Title Branding Required: (Y/N) Y

Date Title Received: / /00

Date Disclosure Received: / /00

Date Release Received: / /00

State Provisions for Subsequent Buyer: (Y/N) N

Current Location?: Arrived: 00 / 00 / 00 Sts?: Updt: 00 / 00 / 00

Auction Location: Arrived: 00 / 00 / 00 Sts?: Updt: 00 / 00 / 00

Salvage Yard: Arrived: 00 / 00 / 00 Sts?: Updt: 00 / 00 / 00

Disposition Comments:

7/02/18

15:43:14

Case: [REDACTED] Clrfy: [REDACTED]

Resp DLR: 90202 Dist: 98 Region: NA Model: 2016 SORENTO LX AWD Mile: 72000
ROADSIDE TOW CLAIMS

Kia Motors America

Vehicle Repurchase Question/Answer I

VILLELAG

CSD03003

5XYPGDA36GG [REDACTED]

Warranty Start Date: 12/ 3/15

YEAR: 2016

2. USED CAR GUIDE

Book Name:

Dlr Cost(Inv) \$ 29,084.00

Month/Year: /00

Page:

Book Value(Base Book) \$

DESCRIPTION

DESCRIPTION

ADD

\$
\$
\$
\$
\$
\$
\$

\$
\$
\$
\$
\$
\$
\$

Add \$

DED

Ded \$

Book Value (WBV) \$

7/02/18

Kia Motors America

VILLELAG

15:43:14

Vehicle Repurchase Question/Answer II

CSD03004

Case: [REDACTED] Clrfy: [REDACTED] 5XYPGDA36GG [REDACTED]

Resp DLR: 90202 Dist: 98 Region: NA Model: 2016 SORENTO LX AWD Mile: 72000

ROADSIDE TOW CLAIMS

Warranty Start Date: 12/ 3/15

(7A) CASH PRICE ORIGINAL VEHICLE

Sales Price \$ 33,065.66

Sales Tax \$ 1,836.36

License/State Fees \$

Dlr Document Fees \$ 85.00

Interest Paid to Date \$

Other

DESCRIPTION

ADD

DESCRIPTION

ADD

\$

\$

\$

\$

\$

\$

Sub Tot \$

DLR or Cust Owe KIA \$

Gross Repurchase Value = \$ 34,987.02

(7B) DEDUCTIONS

Mileage \$

Other

DESCRIPTION

DEDUCT

DESCRIPTION

Dealer Contribution \$

DEDUCT

\$

\$

\$

\$

Sub Tot \$

DEALER REBATE: \$

Total Deductions = \$

(7A MINUS 7B = 7C)

(7C) Net Repurchase Value \$ 34,987.02

7/02/18

Kia Motors America

VILLELAG

15:43:14

Vehicle Repurchase Disposition

CSD03005

Case: [REDACTED] Clrfy: [REDACTED] 5XYPGDA36GG [REDACTED]

Resp DLR: 90202 Dist: 98 Region: NA Model: 2016 SORENTO LX AWD Mile: 72000

ROADSIDE TOW CLAIMS

Warranty Start Date: 12/ 3/15

(8A) CASH PRICE NEW VEHICLE

Vin# 5XYPGDA39KG [REDACTED]

Dealer Cost (Inv) \$ 31,142.00

Dealer Admin Fee \$ 944.00

Sales Tax \$

Other ADD

License/State Fees \$ 222.50

DESCRIPTIONS

Dlr Document Fees \$ 75.00

DESCRIPTIONS

REMOTE START \$ 473.75

\$
\$
\$

\$
\$
\$

Sub Tot \$ 473.75

DLR or Cust Owe KIA \$

Gross New Vehicle Value = \$ 32,857.25

(8B) DEDUCTIONS

Customer Contribution \$ 3,000.00

Dealer Contribution \$

Dealer Contribution \$

Owner Loyalty \$ 1,500.00

Dealer Rebate \$

Other \$

Hold Back Amount: 944.00 Total Deductions = \$ 5,444.00

(8A MINUS 8B = 8C) (8C) Net New Vehicle Value \$ 27,413.25

Net Repurchase Value (7C) \$ 34,987.02

(LESS) Net New Vehicle Value (8C) \$ 27,413.25

(EQUALS) Savings to KMA \$ 7,573.77

7/02/18

Kia Motors America

VILLELAG

15:43:14

Vehicle Repurchase Book Information

CSD03006

Case: [REDACTED] Clrfy: [REDACTED] 5XYPGDA36GG1 [REDACTED]

Resp DLR: 90202 Dist: 98 Region: NA Model: 2016 SORENTO LX AWD Mile: 72000

ROADSIDE TOW CLAIMS

Warranty Start Date: 12/ 3/15

ITEMIZED DISBURSEMENT AMOUNTS (must be completed)

Amount being paid by dealer to purchase buyback	\$	
Amount of Check Payable Dealer Dealer Code?:	\$	27,413.25
Check Payable Lienholder	\$	
Check Payable Customer	\$	
Check Payable to Other	\$	
= Gross Repurchase Expense	\$	27,413.25
- Credit Amount	\$	
- LESS ACV Recovery Amount	\$	
= Current KMA Expense	\$	27,413.25
- LESS KMC Recovery Amount KMA Sbm Date: / / 00	\$	
= KMA Net Repurchase Expense	\$	27,413.25

The Gross Repurchase Expense is the "Net Repurchase Value" from the Repurchase Calculation Section (Scr 7) or the "Net New Vehicle Value" from the Exchange of Collateral Section (Scr 8).

Nt Repr Value \$ 34,987.02 Nt New Veh Value \$ 27,413.25



DRIVER'S VILLAGE
IT'S ABOUT TIME

187949

DRIVER'S VILLAGE • 5885 EAST CIRCLE DRIVE • CICERO, NEW YORK 13039 • (315) 452-1556

VEHICLE PURCHASE AGREEMENT • NY State Facility Number 7100366

BUYER	DATE	HOME PHONE
STREET	CELL PHONE	BUSINESS PHONE
CITY	STATE	FAX NUMBER
CO-BUYER	CUSTOMER E-MAIL ADDRESS:	

I AGREE TO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON BOTH SIDES OF THIS AGREEMENT, THE FOLLOWING VEHICLE:

☒ NEW	YEAR	MAKE	MODEL	BODY	COLOR	SALES MANAGER	DELIVERY COORDINATOR	SALESPERSON
☐ USED	2015	F10	SCORPIO	4DR 400	RD	PROFFETT, SHANE		HUGHES, DEAN
☐ DEMO						V.I.N.		STOCK NO.

INSP#	MILES	DATE	TOTAL SELLING PRICE	
-------	-------	------	---------------------	--

(PURCHASE) ODOMETER MILEAGE STATEMENT
(Federal regulations require you state the odometer mileage upon transfer of ownership. An inaccurate or untruthful statement may make you liable for damages to your transferee, for attorney fees, and for civil or criminal penalties, pursuant to sections 409, 412, and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-513, as amended by Pub. L. 94-364).)

I, DRIVERS VILLAGE, INC state that the odometer on the vehicle described below now reads 1111 miles/kilometers.

(Check one box only)

- ☐ I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage of the vehicle described below.
- ☐ I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of designed mechanical odometer limit of 99,999 miles/kilometers of the vehicle described below.
- ☐ I hereby certify that to the best of my knowledge the odometer reading as stated above is NOT the actual mileage of vehicle described below, and should not be relied upon.

MAKE	MODEL	BODY TYPE
F10	SCORPIO	4DR 400
VEHICLE IDENTIFICATION NUMBER	YEAR	
5YFPE03630	2015	

(Check one box only)

- ☐ I hereby certify that the odometer of said vehicle was not altered, set back, or disconnected while in my possession, and I have no knowledge of anyone doing so.
- ☐ I hereby certify that the odometer was altered for repair or replacement purposes while in my possession, and that the mileage registered on the repaired or replacement odometer is identical to that before such service.
- ☐ I hereby certify that the odometer was altered for repair or replacement purposes while in my possession, and that the repaired or replacement odometer was incapable of registering the same mileage, that it was reset to zero, and that the mileage on the original odometer or the odometer before repair was miles/kilometers.

CONSUMER INFORMATION

*Estimated Delivery Date 12/03/15 / Place of Delivery Cicero
If the new motor vehicle has not been delivered in accordance with this contract within 30 days following the estimated delivery date, the consumer has the right to cancel the contract and to receive a full refund, unless the delay in delivery is attributable to the consumer.

PRIOR USE CERTIFICATION (REQUIRED BY VEHICLE AND TRAFFIC LAW 417-A IF PRINCIPAL PRIOR USE OF THE VEHICLE WERE AS A POLICE VEHICLE, TAXICAB, DRIVER EDUCATION VEHICLE OR RENTAL VEHICLE). THE PRINCIPAL PRIOR USE OF THIS VEHICLE WAS: A POLICE VEHICLE ☐ A TAXICAB ☐ A DRIVER EDUCATION VEHICLE ☐ OR A RENTAL VEHICLE ☐

**The amount indicated on this sales contract or lease agreement for registration and title fees is an estimate. In some instances, it may exceed the actual fees due the Commissioner of Motor Vehicles. The dealer will automatically, and within sixty days of securing such registration and title, refund any amount overpaid for such fees.

Customer Initials Date 12/03/15

* THE OPTIONAL DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLE FEE, UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBERED PLATES. YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE OFFICE

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "Z" (TRUTH IN LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, THE DEALER CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE PUBLIC HIGHWAY AT THE TIME OF DELIVERY.

CONTRACTUAL DISCLOSURE FOR USED VEHICLE ONLY

THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

SALES MANAGER PROFFETT, SHANE DELIVERY COORDINATOR SALESPERSON HUGHES, DEAN

V.I.N.	STOCK NO.
5YFPE03630	

TOTAL SELLING PRICE	\$	\$
---------------------	----	----

MINUS TRADE-IN ALLOWANCE	-	\$
--------------------------	---	----

NET DIFFERENCE	=	\$
----------------	---	----

N.Y.S. SALES TAX COUNTY <u>7.875</u>	+	\$
--------------------------------------	---	----

DEALER FEE*	+	\$
-------------	---	----

PLUS N.Y.S. INSPECTION	+	\$
------------------------	---	----

TOTAL PRICE OF VEHICLE (INC. TAX)	=	\$
-----------------------------------	---	----

PAYOFF	+	\$
--------	---	----

MISC.	+	\$
-------	---	----

TOTAL AMOUNT DUE	=	\$
------------------	---	----

REGISTRATION (ESTIMATE)**	+	\$
---------------------------	---	----

RECONCILIATION		
----------------	--	--

REBATE	-	\$
--------	---	----

REBATE	-	\$
--------	---	----

CASH DEPOSIT	+	\$
--------------	---	----

CASH ON DELIVERY	+	\$
------------------	---	----

AMOUNT FINANCED/TOTAL BALANCE DUE	=	\$
-----------------------------------	---	----

LIENHOLDER:	TERM:
KIA FINANCIAL	60 MONTHS

THE TRADE-IN

VIN#	MILEAGE
5YFPE03630	1111

YEAR	MAKE	MODEL	BODY	COLOR	CYL	TRANS
2015	F10	SCORPIO	4DR 400	RD		

BANK HOLDING LIEN	PLATE NO.	EXP. DATE

BANK ADDRESS	BANK PHONE

LIEN ACCT#	CLOSE OUT

GOOD UNTIL	VERIFIED BY
12/12/15	

DATE	BUYERS SIGNATURE
12/03/15	

I HEREBY STATE THAT THERE ARE NO LIENS OR ENCUMBRANCES ON THE VEHICLE THAT I AM TRADING, OTHER THAN THOSE STATED ABOVE AND THAT THE VEHICLE I AM TRADING DOES NOT HAVE A SALVAGE, FLO

I HAVE READ THE TERMS ON BOTH SIDES OF THIS AGREEMENT AND ACCEPT THEM AS STATED.
--

BUYERS SIGNATURE	DATE
	12/03/15

CO-BUYER'S SIGNATURE	DATE
	12/03/15

APPROVED BY SELLER	DATE
	12/03/15

SEE OTHER SIDE FOR ADDITIONAL TERMS

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER.
--



DISTINCTION™

MECHANICAL FAILURE
SERVICE CONTRACT

VEHICLE INFORMATION

FORM NUMBER K1100115		SERIAL NUMBER 51105183660
YEAR 2016	MAKE KIA	MODEL NORENTO
		CURRENT ODOMETER READING 0

DEALER INFORMATION

SELLING DEALER DRIVER'S VILLAGE INC.		FWS DEALER #	
DEALER ADDRESS 5885 E. Sunrise Dr.	CITY Lakeland	STATE FL	ZIP 34033
LICENSOR KIA MOTOR'S FINANCE		ADDRESS PO BOX 105799	

SERVICE CONTRACT HOLDER INFORMATION

FIRST NAME [REDACTED]	LAST NAME DAVIS
ADDRESS [REDACTED]	CITY CORPORATE
STATE FL	ZIP [REDACTED]
AREA CODE TELEPHONE NUMBER 813-753-6882	EMAIL ADDRESS SISTWA7@YAHOO.COM

SERVICE CONTRACT INFORMATION

TERM / MILEAGE SELECTED		COVERAGE PLAN SELECTED	
TERM [REDACTED] YEARS	MILEAGE [REDACTED] MILES	POWERTRAIN (PTR) ☐	GOLD (PUG) ☐
SEE "SERVICE CONTRACT PERIOD" TO DETERMINE EXPIRATION DATE AND MILES		SILVER (PUS) ☐	GOLD PLUS (PGP) ☐
		PLATINUM (PNP) ☒	
LIGHT DUTY COMMERCIAL USE COVERAGE		DEDUCTIBLE SELECTED	
ONLY FOR VEHICLES WITH LESS THAN 35,000 MILES			
[REDACTED] (LCU)		\$0 (ZRD) ☒	\$100** (ZRI) ☐
SERVICE CONTRACT PURCHASE DATE 12/03/15		\$100 (ZIH) ☐	\$250 (ZTF) ☐
SERVICE CONTRACT PURCHASE PRICE 1,039.00		** REDUCING DEDUCTIBLE - WAIVED IF REPAIRS ARE MADE AT SELLING DEALER	

YOU UNDERSTAND THAT THE PURCHASE OF THIS SERVICE CONTRACT IS NOT REQUIRED IN ORDER TO OBTAIN FINANCING OR TO PURCHASE THIS VEHICLE, HAS A STANDARD \$100 DEDUCTIBLE AND MAY PROVIDE CERTAIN COVERAGES WHICH ALREADY MAY BE INCLUDED IN ANY APPLICABLE MANUFACTURER'S WARRANTY.

NOTICE TO SERVICE CONTRACT HOLDER: YOU are required to obtain authorization prior to beginning any repairs covered by this Service Contract except as noted in #2 of HOW TO MAKE A CLAIM. This Service Contract is subject to the ARBITRATION section contained herein. Please see STATE AMENDMENTS section for additional state provisions.

☐ Washington Residents Only: By Initialing this box, YOU acknowledge YOU have reviewed with Selling Dealer the sections of this Service Contract titled: SERVICE CONTRACT PERIOD, SERVICE CONTRACT COVERAGE, MECHANICAL BREAKDOWN, VEHICLE COVERED PARTS, DEDUCTIBLE AND UNCOVERED COSTS, CANCELLATION, EXCLUSIONS FROM COVERAGE, YOUR TO MAKE A CLAIM, and IMPLIED WARRANTY. CONTRACTUAL LIABILITY POLICY # CL-02-091.

CUSTOMER SIGNATURE

DATE

DEALER SIGNATURE

DATE

SERVICE COMPANY AND ADMINISTRATOR:

FIDELITY WARRANTY SERVICES, INC.

P.O. BOX 8567 ▼ DEERFIELD BEACH, FL 33443 ▼ 1-866-440-1340

COPY 1 - FWS ▼ COPIES 2 & 3 - DEALER ▼ COPY 4 - LIENHOLDER ▼ COPY 5 - CUSTOMER

F-NSRV (01/15) ▼ K110 (01/15)

LZX 97501 ▼ CSR# 7846

GUARANTEED ASSET PROTECTION
DEFICIENCY WAIVER ADDENDUM (RETAIL ONLY)

THIS IS AN AMENDMENT TO THE RETAIL INSTALLMENT SALES CONTRACT (REFERRED TO AS THE "CONTRACT") BETWEEN THE DEALER AND YOU, THE CUSTOMER, LISTED BELOW AND COVERS ONLY THE ORIGINAL CONTRACT FOR THE PURCHASE OF THE VEHICLE.

INFORMATION SCHEDULE	
Borrower	
Address	

GUARANTEED ASSET PROTECTION
DEFICIENCY WAIVER ADDENDUM (RETAIL ONLY)

THIS IS AN AMENDMENT TO THE RETAIL INSTALLMENT SALES CONTRACT (REFERRED TO AS THE "CONTRACT") BETWEEN THE DEALER AND YOU, THE CUSTOMER, LISTED BELOW AND COVERS ONLY THE ORIGINAL CONTRACT FOR THE PURCHASE OF THE VEHICLE.

INFORMATION SCHEDULE

	Borrower
	Address

ADDENDUM NUMBER:

☒ Financing Contract
Not available for leased vehicles.

IMPORTANT INFORMATION REGARDING OPTIONAL GAP. PLEASE READ.

Information regarding GAP depending on how much of a down payment (including trade-in value) you made at the time you sign your Contract to purchase the vehicle from the Dealer. The cost for GAP is reasonable in relation to the price of the vehicle and is available and at what cost.

FORM 101

☒ Financing Contract

Not available for leased vehicles.

IMPORTANT INFORMATION REGARDING OPTIONAL GAP. PLEASE READ.

I. KEY INFORMATION

1. You might not need GAP depending on how much of a down payment (including trade-in value) You made on Your Vehicle, the term of Your Contract, the make of Vehicle and
2. You may purchase GAP only at the time You sign Your Contract to purchase the Vehicle from the Dealer.
3. It is Your responsibility to determine whether the cost for GAP is reasonable in relation to the protections it affords You and Your family. You may also wish to c
4. agent to determine whether alternative programs or products are available and at what cost.
5. In cases of Transfer of Equity (See Section III - DEFINITIONS), GAP is transferable.
6. GAP coverage may decrease over the term of the Contract to which this Amendment refers. You are entitled to a refund of the GAP Charge, as outlined in the CARF
7. GAP coverage terminates if You prepay or refinace.
8. GAP coverage terminates if You default under Your Contract, upon the expiration of any redemption period following the repossession of Your Vehicle or upon any t
9. as of the date of the prepayment or refinace.
10. GAP coverage terminates if You default under Your Contract. The refund may be applied by the Lienholder as a reduction of the overall amount owed under Your Contract
11. Contract. Any refund due will be paid to the Lienholder.
12. refund strictly to the Gap Charge.
13. You are not required to purchase GAP to obtain credit or financing. Neither the extension of credit, the terms of credit, nor the terms of the related me
14. Your are not required to purchase of GAP. It is completely voluntary and optional.
15. tioned upon the purchase of GAP. It provides any insurance coverage for You or the Vehicle, such as collision, comprehensive, bodily injury, property damage
16. "Substitute Payments, which are not part of the scheduled Contract payments, are considered into payments.
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Dealer is mandated by adding the following and subject to the provisions

that the Vehicle is a Total Loss, then You will be respon

Loss based on i

- [illegible]

[illegible]



Driver's Village, Inc
DBA Burdick Dodge
5885 East Circle Drive, Suite 335
Cicero, New York 13039
Telephone # (315) 699-6300
Facility ID # 7100371

RECEIPT

CUSTOMER
[REDACTED]

RECEIPT #
770067892
DATE
12/02/15 14:27
AMOUNT
500.00

Payment Received:

Visa/Mc/Discover Approval Number 03388C

Total Received:

500.00

500.00

Payment Applied To: DEPOSIT-

111024 : P16000189 : DP

Total Applied:

500.00

500.00

KIA VEHICLE REPLACEMENT AUTHORIZATION

Customer(s): [REDACTED] & [REDACTED] Case File #: [REDACTED]

District: East 11 DPSM: Malcolm Hoff

Dealer Code: NY132 Dealer Name: FX Caprara

Replacement Vehicle VIN: 5XYPGDA39K [REDACTED]

Replacement Vehicle Sales Type: KARP

Replacement Vehicle Costs		
Dealer Invoice Price		\$ 31142.00
+ Add	Accessories (CAR STARTER)	\$ 473.75
+ Add	Document Processing Fees	\$ 75.80
+ Add	License Fees	\$ 222.50
Sales Tax on:		
+ Add	- \$ _____ and/or	\$ 2529.26
	- No sales tax is due	\$ -
	(see attached certificate)	
+ Add	DEALER TO PAY-OFF OLD LOAN	\$ -
	*subject to verification at time of delivery	
Subtotal		\$ 34442.51
- Less	Manufacturer Rebate	\$ 1500.00
	*subject to verification at time of RDR	
- Less	Holdback	\$ -
- Less	Customer Contribution	\$ 3000.00
- Less	NEW LOAN TO BE FUNDED	\$ -
	*subject to verification at time of delivery	
TOTAL NEW VEHICLE COST:		\$ 32942.51
(Amount Payable to Dealer by Kia Consumer Affairs)		

[REDACTED]
Dealer Representative

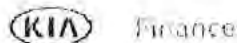
BRAD CHARLTON
(Name Printed)

6/27/18
Date

Kia Representative

ECA NAME
(Name Printed)

Date



HOME | VISIT KIA.COM



Search

Welcome, [REDACTED]
How can we help you today?
LOG OUT



Account Number

Add an Account

PAYMENTS

Make A Payment

View History

Payoff Quote

Request a Payoff Quote

Choose a Reason

Other

Go

Payoff Quote Results

VIN # 5XYPGDA36GG [REDACTED]

Vehicle Description 2016 KIA SORENTO

Current Amount Due \$561.72

Payoff Amount \$21,345.36

Per Diem \$0.00

Payoff Quote Good Through 04/29/2018

Payoff Information

PAYOFF ADDRESS

Make Check Payable to: "Kia Motors Finance" and mail to:

Regular Mail:
Kia Motors Finance
P.O. Box 650805
Dallas, TX 75266-0805

Overnight Mail:
Kia Motors Finance
Box 650805
1501 North Plano Rd., Suite 100
Richardson, TX 75081

*Payoff Information

* Account balances, payments and other amounts due or paid appearing on this website assume that all payments posted to your account were made with good funds, were valid and were not applied to your account in error. Account balances may not include amounts you may owe for expenses incurred but not yet billed to your account.

YOUR DEALER

BURDICK KIA
5095 E. CIRCLE DRIVE
CICERO, NY, 13039

Phone: 315-452-1800

Fax: 315-455-3094

Visit dealer Website



July 2, 2018

[REDACTED]
Carthage, NY [REDACTED]

Re: [REDACTED]
2016, KIA SORENTO 5XYPGDA36G [REDACTED]

Dear [REDACTED]

The following documents must be returned to Kia Motors Finance before the Substitution of Collateral can be approved:

- ☒ Substitution of Collateral Agreement (original signature from customer, cosigner and dealer are needed)
- ☐ Credit Application
- ☒ Odometer Statement for new + old vehicle
- ☒ Power of Attorney (original signatures needed)
- ☒ Proof of Insurance for new car
- ☒ Dealer Invoice (Bill of Sale)
- ☒ Copy of Manufacturer's Statement of Origin + Title Application for the new collateral listing Kia Motors Finance as Lienholder with the following address:

Kia Motors Finance
PO Box 20825
Fountain Valley, CA 92728-0825

- ☐ If the original vehicle was a total loss, the amount currently being offered from the insurance company is . Upon approval for the Substitution of Collateral, Kia Motors Finance will send this settlement amount as payment for the replacement vehicle.

Prior to approval / denial of the Substitution of Collateral request, Kia Motors Finance, will review all received documentation and the customer's account. Please note, **the customer's account MUST BE CURRENT before a Substitution of Collateral can be approved.**

If you have any questions or need assistance in any way, please do not hesitate to contact us toll free at 1-866-344-5632.

Sincerely,

[REDACTED]
Customer Service
Kia Motors Finance



Finance

INSURANCE VERIFICATION
(RETAIL INSTALLMENT SALES)

Contract Date: _____

Motor Vehicle: _____
Year Make Model VIN.

The following insurance coverage is in place on the Motor Vehicle, as required by the retail installment sales contract (the "Contract"):

COVERAGE

- **Collision and Comprehensive:** The insurance policy includes collision and comprehensive coverage for physical damage or loss to the Motor Vehicle.
- **Max. Deductible:** The deductible is no more than \$1,000.

ADDITIONAL LOSS PAYEE

The insurance policy names the following lien holder as an additional loss payee:

Kia Motors Finance
P. O. Box 20809
Fountain Valley, CA 92708-0809

POLICY INFORMATION

Insurance Company Name	Policy Number	Effective Date	Expiration Date
	()		
Insurance Agent's Name	Agent's Phone		
Insurance Agent's Address			

SIGNATURES

By signing below: (1) I/we certify to Kia Motors Finance ("KMF"), the proposed assignee of the Contract, that the above is true and correct, and (2) I/we authorize our current and any future insurance company and/or insurance agent to release to KMF, its agents successors and assignees, all information concerning my/our insurance on the Motor Vehicle. *I/we understand that state law also requires me/us to maintain automobile liability insurance.*

Please attach a copy of your insurance card or Declarations page from your policy.

X		X	
Buyer's Signature	Date	Co-Buyer's Signature	Date
Type or Print Name		Type or Print Name	

DEalersHIP'S VERIFICATION

By signing below, Dealership/Seller certifies to KMF that it has verified that the above insurance is in place.

	X	
Dealership Name	Dealership Signature	Date
Type or Print Name and Title		



Finance

Substitution Agreement

Account No. [REDACTED]

Date July 2, 2018

The word "Buyer" when used herein refers to the Buyer and Co-Buyer, if any. Buyer named below and Seller named below have heretofore entered into the Contract described below whereby Buyer purchased from Seller the Property described below:

DESCRIPTION OF CONTRACT (referred to herein as the "Contract")			DESCRIPTION OF PROPERTY (referred to herein as the "Property")				
Type Of Contract	Date Of Contract	Original Amount Financed	New/Used	Year	Make	Model	Vehicle I.D. Number
RETAIL	12/3/2015	\$20,221.92	NEW	2016	KIA	SORENTO	5XYPGDA36GG [REDACTED]

Buyer and Kia Motors Finance ("Kia Finance"), the present holder of the Contract, hereby agree to substitute the Substitute Property described below in the place and stead of the Property:

DESCRIPTION OF SUBSTITUTE PROPERTY (referred to herein as the "Substitute Property")						
New/Used	Year	Make	CYL.	Model	Vehicle I.D. Number	
NEW	2019	KIA	4	SORENTO	5XYPGDA39K [REDACTED]	
License No.		Odometer Reading		Color	Interior/Trim	Key Number
				PLATINUM	BLACK	UM2470

Buyer hereby conveys legal title to and grants a security interest under the Uniform Commercial Code and any other applicable laws or regulations in the Substitute Property to Kia Motors Finance to secure Buyer's performance under the terms and conditions of the Contract buyer has paid all amounts due under the Contract, including any future debt incurred thereunder, in full. The security interest is to the same extent as described under the Contract. Buyer and Kia Motors Finance understand and agree that all the terms and conditions of the Contract shall continue in force and effect, except that the obligations of the Buyer and the rights and remedies of Kia Motors Finance contained therein with respect to the Property shall apply to the Substituted Property as if the substituted Property were originally the subject of the Contract.

Buyer Signature: _____ Co-Buyer Signature : _____
Type Name: _____ Type Name: _____
Buyer's Address: _____ Co-Buyer's Address: _____

CONSENT OF GUARANTOR(S)

The undersigned, guarantor(s) of the Contract, consent to the foregoing substitution and agree that such substitution shall not release, alter or in any manner affect undersigned's obligations with respect to the Contract.

Guarantor _____ Guarantor _____

CONSENT TO SELLER

The undersigned, the original Seller of the Property, consents to the foregoing substitution and agrees that such substitution shall not release, alter or in any manner affect undersigned's obligations with respect to the Contract.

Seller: _____ By: _____ Title: _____

CONSENT OF KIA MOTORS FINANCE

Subject to all the foregoing terms and conditions, Kia Motors Finance hereby consents to the foregoing substitution.

KIA MOTORS FINANCE

By: _____



Facsimile Transmittal

Date: July 2, 2018

To: Brad Charlton

From: Servicing Support

Fax:

Fax:

Phone: 315) 788-5427

Phone:

Pages:

Email:

Re: [REDACTED]

☐ Urgent

☐ For Review

☐ Please Comment

☐ Please Reply

Hello

Attached is the checklist of ALL documents needed and returned to HMF once the transfer is completed. Please verify all the vin#s are correct. I have emailed a copy of the packet to HMA.

Please FEDEX to me all the documents required to :

KIA MOTOR FINANCE
4100 WILDWOOD PKWY
ATLANTA GA 30339
ATTN: ASHLEY MURRAY

If you do not receive any part or all of this facsimile transmittal, please contact sender at phone number above.

CONFIDENTIALITY NOTICE

The document(s) accompanying this facsimile transmission contain information from Hyundai Capital America is/are confidential or legally privileged in nature. The information is intended only for the use of the individual(s) or entity(ies) identified on this transmittal. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this facsimile transmittal is strictly prohibited and that the documents should be returned to Hyundai Capital America immediately. In this regard, if you have received this telecopy in error, please notify us by telephone immediately so that we can arrange for the return of the original documents to us at no expense to you.



STORE 394 REPAIR SHOP# 7085469
5 BROAD STREET
SHOP 394
CARTHAGE, NY 13619
(315)493-1443

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: CARTHAGE, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) 000-0000 ext. 00000
Other Phone: () -
Tax Exempt #:

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36GG [REDACTED]
Color: [REDACTED]
Engine: 2.4
Mileage In: 4784
Mileage Out: 4784

Date/Time: 01/28/16 11:41:11
Estimate #: 126065
Invoice #: [REDACTED]
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number:
Est Created On: 01/26/16

Services Requested:
LOF & ROTATE TIRES, CK. AIR FILTER, SYNPOWER

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80									
SERVICE									
5	5W20SYN	S	5W20 VALV SYNPOWER	60		14.00	14.00	0.00	70.00
1	V039	S	OIL FILTER	60		7.99	7.99	5.00	12.99
1	TIREROTATE	S	TIRE ROTATION	60		0.00	0.00	0.00	0.00
1	LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
1	BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
1	BT	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00
1	ROTATE-NP	C	NOT PERFORMED	60		0.00	0.00	0.00	0.00
JOB DISCOUNT:							(16.92)	(1.08)	(18.00)
TOTAL SERVICE:				64.99					

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are preset or based on flat rate manually, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

These parts were declined by the customer:
1 BT S INSPECT BRAKES
Subtotal of declined parts (tax not included):

0.00 0.00 0.00 0.00
0.00 .00 0.00

The undersigned acknowledges that this invoice is for services rendered by Monroe Muffler Brake & Service and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monroe Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Monroe Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

PAY TYPE: VISA 70.19 Date: 1/28/2016 APPROVAL #: 498179 ENTRY:
CREDIT CARD #: XXXX-XXXX-XXXX-8454

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorquer these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 09:25:17)

PAY AMT
VISA 70.19 1/28/2016
TECH: 074377-0.00 E. SCHUERFELD

SUB TOTAL 64.99
SALES TAX 5.20
GRAND TOTAL 70.19

CUSTOMER COPY



STORE 394 REPAIR SHOP# 7085469
5 BROAD STREET
SHOP 394
CARTHAGE, NY 13619
(315)493-1443

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: CARTHAGE, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) 000-0000 ext. 00000
Other Phone: () -
Tax Exempt #:

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36GG [REDACTED]
Color:
Engine: 2.4
Mileage In: 15862
Mileage Out: 15862

Date/Time: 06/16/16 14:12:38
Estimate #: 128936
Invoice #: [REDACTED]
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number:
Est Created On: 06/14/16

Services Requested:
LOF & ROTATE TIRES, CK, AIR FILTER, MAXLIFE

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80 WRENCH									
SERVICE									
5	5W20MAXB	S	VALVOLINE MAXLIFE 5W20 (SN)	60		7.75	6.50	0.00	32.50
1	V039	S	OIL FILTER	60		7.99	7.99	6.60	14.49
1	LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
1	BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
937/800 GOOD									
1	TIREROTATE	S	TIRE ROTATION	60		0.00	0.00	0.00	0.00
1	BI	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00
JOB DISCOUNT:							(8.00)	(4.00)	(12.00)
TOTAL SERVICE:				34,99					

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 37.79 Date: 6/16/2016 APPROVAL #: 718611 ENTRY: SWIPE
CREDIT CARD #: XXXX-XXXX-XXXX-0372

The undersigned acknowledges that this invoice is for services rendered by Monro Muffler Brake & Service and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monro Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Monro Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 09:25:22)

PAY AMT
VISA 37.79 6/16/2016
TECH: 074377-0.00 E. SCHUERFELD

SUB TOTAL 34.99
SALES TAX 2.80
GRAND TOTAL 37.79

CUSTOMER COPY



STORE 394 REPAIR SHOP# 7085469
5 BROAD STREET
SHOP 394
CARTHAGE, NY 13619
(315)493-1443

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: CARTHAGE, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) 000-0000 ext.00000
Other Phone: () -
Tax Exempt #:

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36GG1 [REDACTED]
Color:
Engine: 2.4
Mileage In: 25094
Mileage Out: 25095

Date/Time: 09/30/16 10:15:19
Estimate #: 131107
Invoice #: 70231
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number:
Est Created On: 09/29/16

Services Requested:
LOF & ROTATE TIRES, CK. AIR FILTER

NOTICE TO CUSTOMERS

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80 wrench									
SERVICE									
5	5W20B	S	VALVOLINE PREMIUM CONVENTIONAL 5W20 (SN)	60		5.00	3.00	0.00	15.00
1	VO39	S	OIL FILTER	60		7.99	7.99	7.00	14.99
1	BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
1	TIREROTATE	S	TIRE ROTATION	60		0.00	0.00	0.00	0.00
1	LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
1	BI	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00
			JOB DISCOUNT:				(7.00)	(3.00)	(10.00)
			TOTAL SERVICE:	19,99					

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the carrier of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 21.59 Date: 9/30/2016 APPROVAL #: 937746 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-8454
AID: A0000000031010 Terminal ID: 090451001

The undersigned acknowledges that this invoice is for services rendered by Monroe Muffler Brake & Service and now renders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monroe Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Monroe Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorquer these lug-nuts once after the first 25 miles at no charge.

Initials:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 09:25:27)

PAY AMT
VISA 21.59 9/30/2016
TECH:

SUB TOTAL 19.99
SALES TAX 1.60
GRAND TOTAL 21.59

CUSTOMER COPY



STORE 114 REPAIR SHOP# 7042156
730 CANTON ST.
SHOP 114
OGDENSBURG, NY 13669
(315)393-4015

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: OGDENSBURG, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) - [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: JOHN MEASHEAW JR.
Services Requested:
NY STATE INSPECTION, LOF & ROTATE TIRES, CK. AIR FILTER, MAX

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 30698
Mileage Out: 30698

Date/Time: 12/20/16 18:27:12
Estimate #: 283355
Invoice #: [REDACTED]
Key Tag: [REDACTED]
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number: [REDACTED]
Est Created On: 12/20/16 17:42:13

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80									
SERVICE									
1	10	S	SAFETY INSP PASS	0		0.00	0.00	10.00	10.00
5	5W20MAXB	S	VALVOLINE MAXLIFE 5W20 (SN)	60		7.75	6.50	0.00	32.50
1	VO39	S	OIL FILTER	60		7.99	7.99	7.00	14.99
1	NYINSPECT	S	NY STATE INSPECTION STICKER#	60		0.00	0.00	0.00	0.00
1	BATCH	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
1	BI	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00
1	LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
JOB DISCOUNT:							(12.33)	(5.17)	(17.50)
TOTAL SERVICE:							39.99		

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are 100% or based on flat rate manuals, and not subject to change. Unless otherwise specified in writing, all parts and labor are warranted for the number of days or miles indicated. Please see reverse for details. All labor, parts and parts replaced were necessary to perform the repairs. All parts are new unless otherwise specified. Used or Rebuilt. All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I verify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

The undersigned acknowledges that this invoice for services rendered by Monroe Muffler Brake & Service and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monroe Muffler Brake & Service, including reasonable attorney fees and related costs, in the event that, for any reason, payment is not received by Monroe Muffler Brake & Service. The undersigned mechanic's sign is acknowledge on the place vehicle to secure the cost of repairs made, including any parts and/or during such repair.

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 42.63 Date: 12/20/2016 APPROVAL #: 841731 ENTRY: SWIPE
CREDIT CARD #: XXXX-XXXX-XXXX-8454

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 17:34:00)

PAY	AMT	SUB TOTAL	39.99
VISA	42.63 12/20/2016	SALES TAX	2.64
		GRAND TOTAL	42.63

PAYMENT COLLECTED BY: J. MEASHEAW JR.
TECH: 067162-0.00 J. COCHRAN

CUSTOMER COPY



STORE 394 REPAIR SHOP# 7085469
5 BROAD STREET
SHOP 394
CARTHAGE, NY 13619
(315)493-1443

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: CARTHAGE, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) 000-0000 ext.00000
Other Phone: () -
Tax Exempt #:

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36GG1 [REDACTED]
Color: RED
Engine: 2.4
Mileage In: 39212

Date/Time: 03/21/17 10:49:14
Estimate #: 134274
Invoice #: [REDACTED]
Key Tag: False
PO Number:
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number:
Est Created On: 03/20/17

Mileage Out: 39213

Services Requested:
LOF & ROTATE TIRES, CK. AIR FILTER, MAXLIFE

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80 WRENCH/ YELLOW									
SERVICE									
5	5W20MAXB	S	VALVOLINE MAXLIFE 5W20 (SN)		60	7.75	6.50	0.00	32.50
1	VO39	S	OIL FILTER		60	7.99	7.99	6.50	14.49
1	LUBE	S	LUBE(IF POSSIBLE)		60	15.00	0.00	0.00	0.00
1	BATCK	S	FREE BATTERY CHECK		60	0.00	0.00	0.00	0.00
1	TIREROTATE	S	TIRE ROTATION		60	0.00	0.00	0.00	0.00
1	BI	S	INSPECT BRAKES		60	0.00	0.00	0.00	0.00
			JOB DISCOUNT:				(8.00)	(4.00)	(12.00)
			TOTAL SERVICE:		34.99				

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the shorter of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 37.79 Date: 3/21/2017 APPROVAL #: 391584 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-8454
AID: A0000000980840 Terminal ID: 090451001

The undersigned acknowledges that this invoice is for services rendered by Monroe Muffler Brake & Service and now renders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monroe Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Monroe Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initials:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 09:25:32)

PAY AMT
VISA 37.79 3/21/2017
TECH: 074377-0.00 E. SCHUERFELD

SUB TOTAL 34.99
SALES TAX 2.80
GRAND TOTAL 37.79

CUSTOMER COPY

Invoice

LUBE EXPRESS

50 Franklin St
PO Box 132
West Carthage, NY 13619
(315) 493-6720

(Reprint)
Invoice #

Page # 1
May 23, 2017
10:58:38 AM

OGDENSBURG NY
Salesperson: ADAM FLYNN

Item #	Qty	Description	Price	Amount
LOF	1.00	LUBE OIL FILTER	\$30.95	\$30.95

2016 KIA SORENTO
2.4L
M10479
5/20 4.8 QTS
46797 MILES
TECH TB

Thank you for visiting Carthage Auto
Repair And Service Center. COME AGAIN

Sub Total	\$30.95
Sales Tax	\$2.48
Services	\$0.00
Total Due	\$33.43
Pay Type:	
Visa	\$33.43
Change Due	\$0.00



STORE 114 REPAIR SHOP# 7042156
730 CANTON ST.
SHOP 114
OGDENSBURG, NY 13669
(315)393-4015

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: OGDENSBURG, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) - [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: DONALD BEEBIE
Services Requested:
LOF & ROTATE TIRES. CK. AIR FILTER

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 52638
Mileage Out: 52838

Date/Time: 07/24/17 10:25:11
Estimate #: 201102
Invoice #: [REDACTED]
Key Tag: False
PO Number:
Email Address:
Fleet/Wholesale: N
Unit Number:
Est Created On: 07/21/17

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: Not Available Torque: Not Available									
SERVICE									
5	5W20MAXB	R	VALVOLINE MAXLIFE 5W20 (SN)	60		7.75	6.50	0.00	32.50
1	VO39	R	OIL FILTER	60		7.99	7.99	7.00	14.99
1	BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
1	LUBE	R	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
			JOB DISCOUNT:				(10.50)	0.00	(10.50)
			TOTAL SERVICE:	36.99					

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are used unless otherwise specified (re-used or rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.
I certify that this vehicle has been tested or test-drive when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 39.95 Date: 7/24/2017 APPROVAL #: 251832 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-8454
AID: A0000000980840 Terminal ID: 089793002

The undersigned acknowledges that this invoice is for services rendered by Monroe Muffler Brake & Service and now renders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all taxes and collection incurred by Monroe Muffler Brake & Service, including reasonable attorney fees and incurred after charges in the event that, for any reason, payment is not received by Monroe Muffler Brake & Service, and expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorquer these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 17:33:59)

PAY	AMT	SUB TOTAL	36.99
VISA	39.95 7/24/2017	SALES TAX	2.96
		GRAND TOTAL	39.95

PAYMENT COLLECTED BY: M. AZZARONE
TECH: 037337-0.00 M. AZZARONE

CUSTOMER COPY

Invoice

LUBE EXPRESS

50 Franklin St
PO Box 132
West Carthage, NY 13619
(315) 493-6720

(Reprint)
Invoice #

Page # 1
November 2, 2017
9:39:06 AM

OGDENSBURG NY
Salesperson: DEREK BURTO

Item #	Qty	Description	Price	Amount
LOF	1.00	LUBE OIL FILTER	\$30.95	\$30.95

2016 KIA SORENTO
2.4L
M10479
5/20 4.8 QTS.
62075 MILES
TECH AF

Thank you for visiting Carthage Auto
Repair And Service Center. COME AGAIN

Sub Total	\$30.95
Sales Tax	\$2.48
Services	\$0.00

Total Due \$33.43

Pay Type:
Visa \$33.43

Change Due \$0.00



STORE 114 REPAIR SHOP# 7042156
730 CANTON ST.
SHOP 114
OGDENSBURG, NY 13669
(315)393-4015

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: OGDENSBURG, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) - [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: DONALD BEEBIE
Services Requested:
4 TIRES

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 63217
Mileage Out: 63217

Date/Time: 11/15/17 14:12:13
Estimate #: 295870
Invoice #: [REDACTED]
Key Tag:
PO Number:
Email Address: none
Fleet/Wholesale: N
Unit Number:
Est Created On: 11/14/17 17:28:31

NOTICE TO CUSTOMERS

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: Not Available Torque: Not Available									
TIRE SERVICE									
4	MB100	S	WHEEL BALANCE	A	60	0.00	0.00	0.00	0.00
			TOTAL TIRE SERVICE:		0.00				
SERVICE									
4	TT	S	TIRE INSTALLATION	A	60	0.00	0.00	0.00	0.00
4	L0945	S	STANDARD VALVE STEM	A	60	0.00	0.00	0.00	0.00
			TOTAL SERVICE:		0.00				
TIRE									
4	766722358	S	* GDY ULTRA GRIP WINTE	A	70	142.99	140.99	0.00	563.96
Tire Size: 235/65R17 Speed Rating: T Ply: 04									
Load Range: B Sidewall: VSB Load Index: 104									
Mileage Warranty: 0									
DOT Numbers:									
	gssg4117					Mfg. Date: 41st week of 2017			
	gssg4117					Mfg. Date: 41st week of 2017			
	gssg4117					Mfg. Date: 41st week of 2017			
	gssg4117					Mfg. Date: 41st week of 2017			
1	*766722358	S	Discount On 766722358	A	70	0.00	(60.00)	0.00	(60.00)
4	TR2	S	TIRE RECYCLING FEE	A	0	2.50	2.50	0.00	10.00
4	NYTIREFEE	S	WASTE TIRE	A	0	2.50	2.50	0.00	10.00
			MANAGEMENT FEE						
			(NY State Required)						
			TOTAL TIRE:		523.96				

Unless otherwise specified, all labor charges are based on a flat rate manner, and are subject to a 10% discount on the total bill. All parts and labor are warranted for the period of 90 days at 1,000 miles. Please see receipt for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (used or Rebuilt). All personal belongings should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

The undersigned acknowledges that this invoice is for services rendered by Monroe Muffler Brake & Service, and that they understand the terms of payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monroe Muffler Brake & Service, including reasonable attorney fees and interest charges, in the event that, for any reason, payment is not received by Monroe Muffler Brake & Service. An express mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs (including any parts utilized during such repair).

Print Name

Customer Signature

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 565.08 Date: 11/15/2017 APPROVAL #: 948566 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-1446
AID: A0000000980840 Terminal ID: 089793001

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorquer these lug-nuts once after the first 25 miles at no charge.

Initials:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A REPRINT OF AN INVOICE. DO NOT PAY THIS INVOICE TWICE! (Reprinted: 04/09/18 17:33:57)
CUSTOMER COPY

SEE NEXT PAGE



STORE 114 REPAIR SHOP# 7042156
730 CANTON ST.
SHOP 114
OGDENSBURG,NY 13669
(315)393-4015

PAGE 2

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City,State,Zip/Postal Code: OGDENSBURG, NY [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: DONALD BEEBIE
Services Requested:
4 TIRES

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 63217
Mileage Out: 63217

Date/Time: 11/15/17 14:12:13
Estimate #: 295870
Invoice #: [REDACTED]
Key Tag:
PO Number:
Email Address: none
Fleet/Wholesale: N
Unit Number:
Est Created On: 11/14/17 17:28:31

Qty. Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
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THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 17:33:57)

PAY AMT
VISA 565.08 11/15/2017

SUB TOTAL 523.96
SALES TAX 41.12
GRAND TOTAL 565.08

PAYMENT COLLECTED BY: M. AZZARONE
TECH: 008685-0.00 F. BICE

CUSTOMER COPY



STORE 114 REPAIR SHOP# 7042156
730 CANTON ST.
SHOP 114
OGDENSBURG, NY 13669
(315)393-4015

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: OGDENSBURG, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) - [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: MICHAEL AZZARONE
Services Requested:
NY STATE INSPECTION

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 66505
Mileage Out: 66505

Date/Time: 12/27/17 11:32:51
Estimate #: 297479
Invoice #: [REDACTED]
Key Tag: False
PO Number:
Email Address: none
Fleet/Wholesale: N
Unit Number:
Est Created On: 12/26/17

NOTICE TO CUSTOMERS

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: Not Available Torque: Not Available									
SERVICE									
1	10	S	SAFETY INSP PASS	0		0.00	0.00	10.00	10.00
5	5W20MAXB	S	VALVOLINE MAXLIFE 5W20 (SN)	60		7.75	6.50	0.00	32.50
1	VO39	S	OIL FILTER	60		7.99	7.99	7.00	14.99
1	BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
1	LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
1	NYINSPECT	S	NY STATE INSPECTION STICKER#	60		0.00	0.00	0.00	0.00
JOB DISCOUNT:							(10.50)	0.00	(10.50)
TOTAL SERVICE:				46.99					

Unless otherwise specified, all labor charges are (prior or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the period of 90 days or 1,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (ie used or rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or inspected when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 49.95 Date: 12/27/2017 APPROVAL #: 036039 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-8454
AID: A0000000980840 Terminal ID: 089793001

The undersigned acknowledges that this invoice is for services rendered by Mono Muffler Brake & Service and now tendered payment (either in cash, check, credit card or other charge) to the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Mono Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Mono Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts ordered during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom Alloy, or dual wheels must have lug nuts retorqued after 25 miles or 24 hours! The Company will gladly retorquer these lug-nuts once after the first 25 miles at no charge.

Initials

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 17:33:54)

PAY	AMT	SUB TOTAL	46.99
VISA	49.95 12/27/2017	SALES TAX	2.96
		GRAND TOTAL	49.95

PAYMENT COLLECTED BY: M. AZZARONE
TECH: 008685-0.00 F. BICE

CUSTOMER COPY

Bill's Tire Center
1000 Patterson St #7074673
Ogdensburg, NY. 13669
Phone: 315-393-3280 Fax: 315-393-9271

INVOICE

Org. Est. # 121428
Shop ID #
7074673

Invoice from History

Work Completed : 02/22/2018 Date: 04/09/2018

Ogdensburg, NY
Home

2016 Kia Sorento L - 2.4L, In-Line4 (144CI) VIN(3)
Lic # : Odometer In : 71878

VIN # : 5XYPGDA36 G

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext
---------------------------	-----	------	-----	-------------------	-----

				SCRAPE OFF OLD REGISTRATION	n/c
				oil lube and filter-SYNTHETIC BLEND	24.95
				oil lube and filter	

Org. Estimate 26.95 Revisions 0.00 Current Estimate 26.95

Labor:	24.95
Parts:	0.00
SubTotal:	24.95
Tax:	2.00
Total:	26.95
Bal Due:	\$0.00

[Payments - Visa - \$26.95]
Vehicle Received: 2/22/2018

Customer Number : 16585

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____

Visit us on the web : www.bills-tirecenter.com

Our Email Address: billstire@gmail.com

WKR090 [REDACTED]
WKR116 VILLELAG

KIA MOTORS AMERICA
Campaign List by VIN

7/02/2018
15:57:25

Vehicle I.D : 5XYPGDA36GG1 [REDACTED]

'C' Issue 'D' Number	D e s c r i p t i o n	Dealer Code	Repair Date	Dealer Type
SA234	SA234 2016 UM TAILGATE LATCH R			
SA240A	SA240A JF/UM VCM LOGIC IMPROVE			
SA242	SA242 '16-'17 UM BALL JOINT RE			
SA295A	SA295A UM 2.4 SHIFT QUALITY IM			
SA305A	SA305A E-CVVT COVER AND MOTOR			

C=Close D=Remove F3=Exit

Bottom



Consumer Assistance Center Case Report

Printed By: Gustavo Villela

Case Number - [REDACTED]

07/02/2018 03:59:36 PM

Case Details

Title: 03/29/2018) Customer alleges car caught on fire while driving

VIN: 5XYPGDA36G [REDACTED]

Mileage: 72,000

Status: Open

Year: 2016

Model: SORENTO LX AWD AUTO

Priority: Standard

Severity: Low

Call Source: Phone - English

Owner: [REDACTED]

Owner Email:

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Product Liability

Case Type Level4: Fire/Explosion

Contact Details

Name: [REDACTED]

Phone: [REDACTED]

Alt Phone:

Address1: [REDACTED]

Address2:

City: OGDENSBURG

State: NY

Zip: [REDACTED]

Email: [REDACTED]

Dealer Details

Code: NY132

Name: FX Caprara Kia

Case History

*** 03/29/2018 16:02:29 ***

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

*** Phone - Call - Inbound created on 03/29/2018 16:01:51 and created by Dianne Clark ***

Forwarding to NCA

1- Customer alleges vehicle caught on fire while driving

2-Vehicle is currently down at 3rd party repair shop

3-Customer is requesting inspection

4- Please review and respond accordingly

*** 03/29/2018 16:06:05 ***

Dispatched from WIPBin = Default to Queue National CA by Dianne Clark

Reason:

*** 03/30/2018 07:44:00 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 03/30/2018 08:14:06 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 1.1 Default/IC of Gustavo Villela by Jeff Stroup

Reason:

*** Phone - Call - Inbound created on 04/02/2018 10:03:57 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***

Cust states:

1. I am calling to get an update my case

2. Can you help?

Writer states:

1. Apologize

Cust states:

1. Okay, the repair shop says there is a hole in the block and I need to take to it a dlr.
2. Can you help with that? The closest dlr is Fx Caprara Kia.

Writer states:

1. Apologize.
2. Adv her that she is currently outside of 5/60k and she will need to pay for the tow.
3. Adv her that she could speak with NCA team due to they have other resources available.

Cust states:

1. Okay, thank you.

*** 04/02/2018 07:45:13 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 1.1 Default/IC and Sub Status of Assigned

*** Phone - Call - Inbound created on 04/03/2018 10:30:51 (GMT-07:00) Arizona and created by Sasha Kerns ***

Customer states:

- 1: Checking status
- 2: I'm without a vehicle
- 3: Need to know what is going to be done

Writer states:

- 1: Apologized
- 2: Advised no further updates
- 3: Advised will document in case
- 4: Gave CM number

*** Phone - Call - Inbound created on 04/04/2018 09:16:21 (GMT-07:00) Arizona and created by Erika Lento ***

Cust states:

- 1.I know this has been pushed up to the National level
- 2.This happened Thursday and now it's Wednesday
- 3.Something needs to be done now
- 4,I don't have a vehicle to drive
- 5.They told me my case managers name is Gustavo and gave me his number
- 6.I haven't been able to reach him

Wrt states:

- 1.Apologized
- 2.Let me reach out to him
- 3.*placed cust on hold
- 4.*emailed GVillela
- 5.I reached out to your case manager
- 6.I let him know you need a call
- 7.He will reach out when he is able

Cust states:

- 1.ok

*** Phone - No Callback created on 04/04/2018 13:32:28 and created by Jacob Adams ***

customer states

- 1 is Gustavo Villela available

writer states

- 1 he is not available
- 2 i did leave him a message for him to call back

*** Phone - Call - Inbound created on 04/06/2018 13:25:11 (GMT-05:00) Eastern Time (US & Canada) and created by Jada Jones ***

cust states

1. I am checking on my case I haven't got a call back and no contact I need my case manager to speak with me and to have contact

wrt states

1. apologized
2. advised cust I will note case and update case manager to call her

cust states

1. thanks

*** Phone - No Callback created on 04/06/2018 16:22:05 and created by Susan Torborg ***

Customer states:

1. I need to speak to my CM
2. He is not returning my calls. I have left numerous messages

Writer states;

1. I apologize
- 2,. I can send to my supervisor and have her send him an email

Customer states:

1. The last person I spoke to told me she was doing that but I still have not gotten a call

Customer states :

1. Ok go ahead and transfer me , I will leave another message.

Transferred to Gustavo line

*** Phone - No Callback created on 04/17/2018 12:23:04 (GMT-07:00) Mountain Time (US & Canada) and created by Helena Camacho ***

Cust states:

1. I am calling for an update to my case
2. still have yet to get a call back from my case owner
3. i was told his supervisor would be contacted and i would get a call back
4. i want to talk to someone today
5. we took the car to the dealer
6. we got a ext warranty
7. the are going to replace the engine/radiator
8. under the car there are wiring harness that are melted and they wont replace them
9. i wanted to trade it in
10. we wont get anything for it
11. insurance is not doing anything about it, they say its a mechanical/electrical break down
12. i think kia needs to make this right
13. FX Caprara kia, they gave me a rental today
14. i dont want this car back
15. my son was in the car when this happened
16. everyone else i have spoken to would never get back into a car that has been on fire
17. i would get into another kia but not this one

Writer states:

1. apologized
2. Gustavo Villela is not available at this time
3. i have reached back out JJones to make contact to case owner for follow up
4. she is going to follow up with agent/sup and get you a call back

Cust states:

1.

Writer states:

1. apologized
2. let me see if your case manager is available

-TCS not available on another call or away from their desk

3. Apologized

4. Thank you for your patience your case manager is looking into your concern
5. I can send you to their voice mail and note your case
6. they are not available at this time

Cust states:

1. ok thank you

<For Internal Use Only

- cust req buy back
- veh is down at FX Caprara Kia since 4/11/2018
- issues happened on 3/28/2018>

*** Note - Others created on 04/17/2018 14:44:12 (GMT-05:00) Eastern Time (US & Canada) and created by Robyn Hall ***

<For Internal Use Only

Email sent to NCA requesting call back to customer with status>

*** Phone - Call - Inbound created on 04/17/2018 11:53:20 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with Adam, service manager:

1. Adam advised customer was placed in rental today
2. DPSM approved repair today
3. Ordering the parts
4. Wtr advised will follow up with repair

call ended

*** Phone - Call - Inbound created on 04/17/2018 11:55:18 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr LVM for [REDACTED]

*** Phone - Call - Inbound commitment created on 04/17/2018 11:56:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/18/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 04/18/2018 15:19:08 (GMT-05:00) Eastern Time (US & Canada) and created by Eric Swecker ***

Cust states:

1. I am calling because I have been call you all to get an update on my case, but Gustavo did finally called us, but he call my husband, and he cannot answer the phone.
2. Could you change it or update it to my phone [REDACTED]
3. The phone is always while me.

2. Adv her that we have update the phone and we have noted it in the case.

Cust states:

1. Okay, thank you I have been calling him all day, and I just want to make sure that he calls the right number.

Writer states:

1. Adv we will send him an email asking him to call your #.

Cust states:

1. Okay, thank you.

*** Phone - Call - Inbound created on 04/18/2018 14:09:11 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

WTr spoke with [REDACTED]:

1. Wtr advised dpsm approved repair
2. Cust stated dont want repair
3. Wtr referred to wicam
4. Wtr asked for sales contract, loan amount, and maintenance history
5. Wtr advises will call dlr to pause on repairs
6. Wtr advised would need docs asap
7. Cust agreed to send them over asap

call ended

*** Phone - Call - Inbound created on 04/18/2018 15:11:40 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr Spoke with Adam, service manager:

1. Wtr advised to hold off on repairs
2. Wtr advised will follow up on decision tomorrow
3. Adam agreed

call ended

*** Phone - Call - Inbound commitment updated on 04/18/2018 15:15:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/19/2018 and updated by Gustavo Villela ***

*** Phone - Call - Inbound created on 04/19/2018 15:13:34 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with [REDACTED]:

1. Wtr thanked for submitting docs for review
2. Offered 2 options to customer
 1. Repair of vehicle and 5 car payments
 2. Repurchase of vehicle (deduction of \$19,839.39)
 3. SOC with mile (deduction of \$19,839.39)
3. Cust asked if they can take the night to think about it
4. Wtr advised of course

call ended

*** Phone - Call - Inbound created on 04/19/2018 15:58:47 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with [REDACTED]:

1. Amy advised looking into option 3
2. Amy advised would want to see about assistance with mileage deduction
3. Wtr advised can review
4. Wtr asked cust to look for new vehicle at dlr and get vin for more exact estimate
5. Wtr asked cust to move forward on repairs for any option
6. Cust agreed, call ended

*** Phone - Call - Inbound commitment fulfilled on 04/19/2018 16:27:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/19/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 04/19/2018 16:28:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 04/20/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 05/01/2018 08:20:31 and created by Eric Thompson ***

cust states

- 1 Have been calling Gustavo and spoke with Jada
- 2 Restated issues
- 3 Emailed yesterday

wrt states

- 1 Will request that CM call you

cust states

- 1 Thank you

*** Phone - Call - Inbound created on 05/01/2018 08:19:30 and created by Eric Thompson ***

-

*** Phone - Call - Inbound created on 05/02/2018 11:47:38 and created by Xavier Bonner ***

Customer

1. calling to lrv and reach case representative

4. Just trying to get somewhere cause it has been over a month now since

Writer states

1. Apologized
2. Will see what can do in trying to reach him
3. One moment will see if available

Not available went to VM

sent email to supervisor to request call back

line was disconnected when customer on hold

*** Phone - No Callback created on 05/02/2018 13:33:14 and created by Sarah Samples ***

Cust states:

1. I have been calling everyday and sending messages to our case representative GUs and rcvd no callbacks from him.
2. I have cllaed and had emails sent to his supervisor and still no one calls me back

wrt states:

1. apologized

cust states:

1. i am very frustrated and want to speak to someone else.

wrt states;

1. advised will see if a supervisor is available

cust states;

1. OK thank you

Transferred to JJONES ext 44809

*** Phone - Call - Inbound created on 05/02/2018 16:39:02 (GMT-05:00) Eastern Time (US & Canada) and created by Jada Jones ***

SUP CALL

introduced myself

wrt states

1. how can I help

cust states

1. I need to speak with my case manager and I haven't heard anything and this has been 4/20/18
2. all I need is a call back and to know what we are doing

wrt states

1. advised cust that I will reach out to the sup and get her a call back

cust states

1. thank you

*** Phone - Call - Inbound created on 04/30/2018 10:26:09 (GMT-07:00) Arizona and created by Kevin Brazzle ***

Cust states:

1. I have not heard from my case manager.
2. I have left multiple messages and sent him emails and he is not returning my calls.

Writer States:

1. Apologized for non contact.
2. Advised will send call back request via email.
3. Normal turn around time is in 24 hours from when request is sent.

cust thanked writer.

*** Phone - Call - Inbound created on 05/03/2018 10:51:59 (GMT-07:00) Arizona and created by Angel Soto ***

Cust states:

1. havent received a cb from Gustavo since 04/20/18
2. I spoke to Jada and she said she would email him and send an email to his sup
3. I have emailed him and I have not heard a word, he wanted the vin number to the new veh purchased, they gave us 3 options
 - I didnt want a veh on fire
 - they would buy the veh
 - or put us in a veh same make
4. We chose the same veh make and model which we did and I have not heard from him since
5. I have not heard from him since and it is very frustrating that we dont know what is going on

Writer states:

1. Verified cust info
2. Writer just sent Gustavo an email to call you.

Cust states:

1. That has been done by many people including me.

Writer states:

*** Phone - No Callback created on 05/07/2018 12:21:49 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***

Customer States:

1. I am needing to talk to Gustavo Villela
2. I have called and no one has called back
3. I want to talk to someone higher or something
4. When I talked with him on 04.20.2018 I thought we had this taken care of
5. I need to know what is going on.

Writer States:

1. Apologized
2. I can call Gustavo to see if he available
3. Called Gustavo no answer
4. Advised customer will send request to supervisor requesting someone higher
5. Emailed TSoto for request.

Customer States:

1. Thank you

Writer states:

1. You're Welcome
2. Thank you for call KCAC

*** Phone - Call - Inbound created on 05/08/2018 15:40:43 (GMT-05:00) Eastern Time (US & Canada) and created by Kristi Smith ***
cust states:

1. We can't get a call back regarding this case.
2. This is crazy.
3. Her vehicle caught on fire and Kia won't respond back.

wrt states:

1. Apologized.
2. Case has been escalated to National level.
3. Would need to contact Gustavo directly at 949-430-3321.

cust states:

1. He won't answer.
2. If I have to get a lawyer then I will.
3. I will talk to the owners of Caprera Kia and see what they can do.
4. I will tell everyone I know to get rid of their Kia because they do not stand behind the warranty.
5. Have a good day.

*** Phone - No Callback created on 05/08/2018 12:47:31 and created by Jacob Adams ***
customer states

- 1 i am looking for an update on my case

writer states

- 1 no update at this time

*** Web - Note created on 05/08/2018 18:34:09 (GMT-05:00) Eastern Time (US & Canada) and created by Dennis Whitman ***
*****Duplicate Case Note*****

Case [REDACTED] - Gustavo Villela has been contacted multiple times and I have called the 800 Kia office and have not been successful at getting answers on our case. I have not heard from Gus since April 20 and we need answers. I have also spoken with Jada and have gotten no reply from National office. We were given 3 options on April 19, chose one and did what I was supposed to and let Gus know on the 20th. Since then, nothing! Could I please get a number for someone else at the national office that I could call? My car malfunctioned and caught fire on March 29, 2018 and we need a vehicle.

*****End Duplicate Case Note*****

*** Phone - Call - Inbound created on 05/14/2018 08:18:30 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
WTr spoke with [REDACTED]

1. Advised case is going to be reviewed with management for amount
2. Will get back to you today
3. Cust thanked

call ended

*** Phone - No Callback created on 05/21/2018 11:14:13 (GMT-07:00) Arizona and created by Michael Haynes ***
The caller states:

1. We have an open case
2. We cannot get the NCA representative to contact us back
3. We have chosen the 3rd option twice on this case
4. Was promised an e-mail on 5/15/18
5. Can that office be alerted?

The writer states:

1. Apologizes, I can send an alert on that now

*** Phone - Call - Inbound created on 05/21/2018 13:48:52 and created by Kevin Weeks ***

2-I have spoken to many people including Jada in your dept. and she cant even get anything done

wrt states

1-Apologized

2-please hold and I will try to call your case owner now

cust states

1-Thank you

wrt states

1-explained cust info why the call -- left case# on VM

wrt states

1-apologize for the long hold

2-I called and left him a VM and should be calling you back

3-your case owner is actively working your case that I can see, sometimes it takes time

4-I will also update the notes on the case as well

cust states

1-thank you

*** Phone - Call - Inbound created on 05/29/2018 07:53:39 and created by Rebecca Woodard ***

Cust:

1. I am calling to get an update on my case, I have seen on the news about other vehicles catching on fire.

2. It has been 2 months since my vehicle caught on fire, and I am about to make my 3rd payment on a car that I don't even have, I need to get some answers on this because no one has ever called me back

Writer:

1. Apologized

2. I will reach out to your CM and see if they are available to speak with you

3. Called CM, No answer, went to VM

4. I can transfer you to his voicemail and you can leave a message if you would like.

Cust:

1. I have left several messages and I cannot get him to contact us back, last time he called was on 05/14/2018, he gave us 3 options and was told he would send an email to me for the offer and I have not gotten the email

2. I just want to get this taken care of, at this point we may have to get a lawyer involved because it is not getting taken care of

Writer:

1. I have spoken with my supervisor, I am going to send the information to her, as soon as she gets the email she is going to call the supervisor from NCA and make sure someone gets in contact with you.

Cust:

1. ok, I want a call back today or we will have to go a different route

*** Email - Internal Email Received created on 06/01/2018 07:23:56 (GMT-07:00) Arizona and created by Lael Clark ***
Email received from DPSM MHoff inquiring status on the case

<For Internal Use Only

Case does not belong to KCA - Case is owned by GVillela at NCA - Email has been sent back to DPSM advising of such>

*** Phone - Call - Inbound created on 06/01/2018 07:25:33 (GMT-07:00) Arizona and created by Lael Clark ***

Writer called NCA CSR GVillela (949-430-3321) and left VM:

1. Gave writer's name and case info

2. Calling to advise writer is getting emails on this case, requesting status

3. Advised case belongs to GVillela, and customer is alleging have not heard anything from GVillela since 4/20/2018

4. Advised not writer's region, and of multiple documented attempts at getting GVillela to reach out to customer

5. Requested GVillela call customer, dealer, or DPSM to advise of status and resolve case

6. Gave ECR contact and case number

7. Requested callback with questions

*** Phone - Call - Inbound created on 06/07/2018 14:35:17 (GMT-05:00) Eastern Time (US & Canada) and created by Kristi Smith ***
cust states:

1. Calling to get an update.

wrt states:

1. Apologized.

2. Advised would update case notes and request a call back.

3. Will request a call back.

cust states:

1. Ok, thank you.

*** Email - Internal Email Received created on 06/08/2018 07:45:27 (GMT-07:00) Arizona and created by Lael Clark ***

*** Email - Internal Email Sent created on 06/08/2018 07:46:17 (GMT-07:00) Arizona and created by Lael Clark ***
Email sent to CAFOM JStroup requesting assistance

*** Phone - Call - Inbound commitment created on 06/13/2018 16:14:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/14/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound created on 06/18/2018 13:45:37 and created by Sandra Clark ***
Customer states
1. I need to speak to someone
2. Why will no one call me back

1. Apologized.
2. Advised would update case notes and request a call back.
3. Will request a call back.

*LVM for SKim

*** Phone - Call - Inbound created on 06/18/2018 13:49:23 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received message from customer:

1. Hi Samuel
2. This is [REDACTED]
3. Gus is our case worker I guess
4. And just wanting to get a call back to let us know where the status of our Kia Sedona that caught on fire March 28th of this year
5. We still have not gotten a resolve or an email or anything like that
6. So if you could please give me a call back
7. My name is [REDACTED], my number is area code [REDACTED]
8. Thank you very much, bye

*** Phone - Call - Outbound created on 06/18/2018 16:25:44 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***
Wtr spoke with Ms. [REDACTED]

1. customer advised dlr still waiting to hear back from KMA in reference to start repairs to vehicle
2. customer advised she sent back paperwork for Option 3 for SOC and \$5,000 customer contribution
3. customer advised she was going to refi vehicle
4. customer advised she sent CSR the VIN to the vehicle she wanted about a month ago
5. customer advised she wants dark interior and red or steel grey look exterior
6. wtr advised would contact dlr and then contact customer back tomorrow

*** Letter - Letter Received created on 06/22/2018 14:29:08 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***
NCA rec'd letter from the State of NY Office of the AG. Letter states:
1. Enclosed please find a copy of a complaint filed by the above consumer.
2. I request that you review the complaint and state your response in writing.

Attaching to case.

*** Phone - Call - Inbound commitment fulfilled on 06/26/2018 07:57:02 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/14/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 06/26/2018 07:57:04 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr LVM for Sales department.

*** Phone - Call - Inbound commitment fulfilled on 06/26/2018 08:09:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/26/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 06/26/2018 08:09:32 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr received email from Ms. [REDACTED]
1. "Good morning,

I received a call from Jeff Stroup and thought we were actually going to get something done. However, he called Monday, June 18 and said we would hear from him the next day and haven't heard anything since. Please let us know what is going on. We take vacation in the summer and we cannot go out of state or more than 100 miles away from where we got the rental car. We need to have this settled and have a car to drive."

*** Phone - Call - Inbound created on 06/26/2018 08:09:52 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr spoke with Brad Charleton, gm of NY132:
1. Wtr gave cust specifications of vehicle
2. Brad gave vin of 5XYPGDA39KG [REDACTED]
3. Wtr advised will follow up with GM

call ended

*** Phone - Call - Inbound created on 06/26/2018 08:13:19 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***
Wtr sent email to Ms. [REDACTED]
1. "Ms. [REDACTED],

I just got off the phone with the dealership and received a new vin for a vehicle that fit your specifications when you spoke with Jeff Stroup last week. The dealer is holding the car and we are processing on our end. I will be following up with you in a few days once the paperwork has processed and the dealer can transfer the vehicle.

Thank you,"

*** Phone - Call - Inbound commitment created on 06/26/2018 08:14:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/26/2018 and created by Gustavo Villela ***

Wtr received email from ms. davis:

1, "Gus,

Thank you for getting back to me. My husband had went to the dealership last week and they had a blue Sorento with black interior with the same options as ours had. I also would like to make sure that the vehicle has a car starter installed. Ours had a car starter when we purchased it from the dealer.

Thanks again!"

*** Phone - Call - Inbound created on 06/26/2018 14:02:37 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr sent email to Ms. [REDACTED]

1, "Ms. [REDACTED]

When I was speaking with Brad, the general manager, he did mention a blue vehicle. Just to make sure we get a vehicle that fits all your needs, Can you give a call to Brad Charleton at (315)788-5427 and let him know what specifications you want. He has my contact info so once a vehicle is found, have him send me the vin.

Thank you,"

*** Phone - Call - Inbound created on 06/26/2018 14:05:21 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr received email from Ms. [REDACTED]

1, "Good afternoon Gus,

I in no way way to delay things from happening, hoping we could be in a vehicle this week. The deal offered to us was a car with our current payment plus \$5000. We would have to refinance because we don't have the \$5000 cash, however I could come up with \$3000 cash and just keep the payment we have and not have to involve the finance people other than changing the VIN.

I personally think this is a fair offer because we have been going through this for three months now and we are on our fourth rental car. We have had to make trips to Watertown which is out of our way to pick up vehicles and we have spent a lot of our time just calling and contacting Kia and the attorney generals office. I thought this may just make the process a little easier because we wouldn't have to refinance and all that paperwork wouldn't have to be done.

Once again, I don't want to slow up the process so if this is not feasible then we will just have to refinance. Please consider this however as a viable option. Thank you for your consideration."

*** Phone - Call - Inbound created on 06/26/2018 14:28:00 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr emailed GM tradeout authorization form

*** Phone - Call - Inbound created on 06/27/2018 11:21:39 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr called and LVM for Brad, gm

*** Phone - Call - Inbound commitment fulfilled on 07/02/2018 14:08:47 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/26/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 07/02/2018 14:53:52 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr Sent docs to more

Attachments

***** End Case Report [REDACTED] *****

[Fire Interview] (Case#: [REDACTED])

#	Question	Answer
	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?	[REDACTED]
	A-4) How many other passengers were in the vehicle?	0
	A-5) Where was each passenger sitting in the vehicle & what is each person's name and age?	[REDACTED] in driver seat
	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?	03/29/2018 11:30:00 AM (PST)
	B-10) Describe all structures and/or vehicles involved & any damage that occurred to each one.	None
	B-2) What time was 911 called?	N/A
	B-3) Describe the road & weather conditions at the time of the incident.	clear and Sunny
	B-4) Were there any injuries (describe injuries)?	None
	B-5) Describe the incident in detail including when & where the burning smell, smoke, and fire were	while driving approx. 70 mph car began to smoke and then the fire came from engine area
	B-6) Was the engine on, off or in accessory mode?	Engine was on
	B-7) Were any warning lights on or recent service done prior to the incident?	Yes oil light and then the car shut off and all of the lights came on as it was still rolling
	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?	Arsonel st in Watertown NY
	C-1) Which fire agency responded?	Water Town Fire Dept
	C-2) What is the fire report number?	Not yet
	D-1) Where is the vehicle now?	Ames Brothers
	D-2) Have any repairs been completed?	No
	D-3) Was the insurance company contacted?	Yes
	D-4) Have you settled with the insurance company?	No
	D-5) What action are you requesting of Kia?	Total it and give a new kia have loved all of my past kias



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

BARBARA D. UNDERWOOD
ATTORNEY GENERAL

DIVISION OF REGIONAL AFFAIRS
WATERTOWN REGIONAL OFFICE

June 15, 2018

RECEIVED

JUN 22 2018

CONSUMER AFFAIRS

Kia Motors America Inc.
Attn: Customer Relations
PO Box 52410
Irvine, CA 92619-2410

Re: Our File Number: [REDACTED]
Consumer: [REDACTED]

Dear Sir or Madam:

Enclosed please find a copy of a complaint filed by the above consumer.

Attorney General Barbara D. Underwood's Bureau of Consumer Frauds and Protection enforces consumer protection laws and mediates consumer complaints. Our purpose in handling individual complaints is to assist in settling disputes fairly and amicably.

Since we now know only the consumer's side, I request that you review the complaint and state your position in writing. I enclose our response form. Kindly attach copies of any relevant documents.

Of course, if the consumer is entitled to a refund or other adjustment, it should be made promptly and you should advise us accordingly.

Please send your reply within seven business days. I look forward to your cooperation.

Very truly yours,

Sharnette Grant

Sharnette Grant
Bureau of Consumer Frauds and Protection

Enclosure

PLEASE INCLUDE ABOVE FILE NUMBER ON ALL CORRESPONDENCE



ATTORNEY GENERAL BARBARA D. UNDERWOOD

State of New York

Office of the Attorney General

Bureau of Consumer Frauds and Protection

317 Washington Street • Watertown, NY 13601

(315) 523-6080

File Number: [REDACTED]

Staff: Sharnette Grant

RESPONSE FORM

Name of Consumer: [REDACTED]

Legal Name of Company: _____

Executive Office Address: _____

If a Corporation, Names of President and General Manager: _____

If a Partnership, Names of Partners: _____

If a Sole Proprietorship, Name of Owner: _____

Name, Address and Telephone Number of person to contact for additional information:

RESPONSE TO COMPLAINT:

(Enclose copies of documents in support of your position. Use additional pages if necessary.)

In order to resolve this matter, we offer to:

I understand that any false statements made on this form are punishable as a Class A Misdemeanor under §175.30 and/or §210.45 of the Penal Law.

Name: _____ Title: _____

Signature: _____ Date: _____

A COPY OF THIS REPLY WILL BE SENT TO THE CONSUMER

Attorney General Barbara D. Underwood



Submitted on: Wednesday, May 30, 2018 - 01:09 PM

Submitted to: Regional Office Watertown

Matter ID: [REDACTED]

Complaint ID: [REDACTED]

Complainant Information

Name: [REDACTED]

Street Address: [REDACTED]

City/Town: Ogdensburg

State: NY

Zip: [REDACTED]

County: St Lawrence

Home Phone: [REDACTED]

Business Phone: [REDACTED]

Email Address: [REDACTED]

Entity Information

Name of Seller or Provider of Services:

Kia

Street Address:

City/Town:

State:

Zip:

Phone:

Name of Other Seller or Provider of Services:

Street Address:

City/Town:

State:

Zip:

Phone:

Cost of Product or Service:

\$0.00

Date of Transaction:

03/29/2018

Method of Payment:

Did you sign a contract? No

Where did you sign the contract?

Date Signed:

Was the product or service advertised? No

Where was it advertised?

Date Advertised:

How did you complaint to the seller/provider? telephone

Date:

Person Contacted:

Job Title:

Nature of Response(s):

Date of Response:

Has this matter been submitted to another agency or attorney? No

Name and address:

Is court action or other legal proceeding pending? No

Please Describe:

Additional Complaint Information

Manufacturer of product: KIA

City/Town:

State:

Zip:

Product model or serial number: Sorento

Warranty expiration date:

Did business arrange financing? Yes

Name and address of bank or finance company: KIA Financial

Briefly describe your complaint:

On March 29, 2018, My 19 year old son was driving our 2 year old Kia Sorento and the car caught fire. It was a defect in the engine. I have talked to Kia several times and my case has been elevated to the national level however they are not calling us with a resolution. They did offer 3 options of which we chose the 3rd one and they said they would make it happen. This happened first on April 20 and the next time on May 14. We have not heard a word since. We have seen on the news that this has happened to another Kia vehicle also recently. We would really just like them to call us and tell us what is happening. Case # [REDACTED]

What form of relief are you seeking (e.g. refund, credit, exchange, repair, etc)?

They have offered us a new vehicle of the same type plus we would give \$5000. We want a new vehicle

In submitting this form, complainant understands that:

- The Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. My filing this complaint does not mean that the Attorney General has initiated a lawsuit or proceeding on my behalf or that it will do so.
 - The Attorney General cannot give me legal advice or represent me in court. If I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.
 - In order to resolve my complaint, the Attorney General may send a copy of my complaint and any documents I provide to the person or business about whom I am complaining and I authorize that person or business to release information concerning my complaint to the Attorney General.
 - The Attorney General works with other state, local and federal government agencies to investigate complaints and coordinate law enforcement and may also share my complaint with them. In addition, the Attorney General may use information from my complaint in legal proceedings to establish violations of law.
 - Any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.
-

Signature:

Date: 05/30/2018



& Service

STORE 394 REPAIR SHOP# 7085469
5 BROAD STREET
SHOP 394
CARTHAGE, NY 13619
(315)493-1443

PAGE 1

Customer ID: [REDACTED]
Address: [REDACTED]
State, Zip/Postal Code: CARTHAGE, NY, [REDACTED]
Phone: [REDACTED]
Fax: (315) 000-0000 ext.00000
Email: [REDACTED]

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36GG [REDACTED]
Color: [REDACTED]
Engine: 2.4
Mileage In: 4784

Date/Time: 01/28/16 11:41:11
Estimate #: 126065
Invoice #: [REDACTED]
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: [REDACTED]
Unit Number: [REDACTED]
Est Created On: 01/26/16

Services Requested:
OIL & ROTATE TIRES, CK. AIR FILTER, SYNPOWER

Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Inflation: FRONT: 34 REAR: 34 Torque: 65-80								
5W20SYN	S	5W20 VALV SYNPOWER	60		14.00	14.00	0.00	70.00
VO39	S	OIL FILTER	60		7.99	7.99	5.00	12.99
TIREROTATE	S	TIRE ROTATION	60		0.00	0.00	0.00	0.00
LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
BI	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00
ROTATE-NP	C	NOT PERFORMED	60		0.00	0.00	0.00	0.00
JOB DISCOUNT:						(15.92)	(1.08)	(18.00)
TOTAL SERVICE:			64.99					

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are priced or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the better of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

Customer Wishes To Discard Old Parts ***

ie parts were declined by the customer:
3I S INSPECT BRAKES
Total of declined parts (tax not included):

0.00 0.00 0.00 0.00
0.00 0.00

The undersigned acknowledges that this invoice is for services rendered by Monroe Muffler Brake & Service and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monroe Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Monroe Muffler Brake & Service. An express mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts ordered during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorqued these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 09:25:17)

AMT
70.19 1/28/2016
4377-0.00 E. SCHUERFELD

SUB TOTAL 64.99
SALES TAX 5.20
GRAND TOTAL 70.19

CUSTOMER COPY



STORE 394 REPAIR SHOP# 7085469
5 BROAD STREET
SHOP 394
CARTHAGE,NY 13619
(315)493-1443

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City,State,Zip/Postal Code: CARTHAGE, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) 000-0000 ext.00000
Other Phone: () -
Tax Exempt #:

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36GG [REDACTED]
Color:
Engine: 2.4
Mileage In: 15862
Mileage Out: 15862

Date/Time: 06/16/16 14:12:38
Estimate #: 128936
Invoice #: [REDACTED]
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number:
Est Created On: 06/14/16

Services Requested:
LOF & ROTATE TIRES, CK. AIR FILTER, MAXLIFE

Qty. Part #		Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80 WRENCH									
SERVICE									
5	5W20MAXB	S	VALVOLINE MAXLIFE 5W20 (SN)	60		7.75	6.50	0.00	32.50
1	V039	S	OIL FILTER	60		7.99	7.99	6.50	14.49
1	LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
1	BATCH	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
937/800 GOOD									
1	TIREROTATE	S	TIRE ROTATION	60		0.00	0.00	0.00	0.00
1	BI	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00
JOB DISCOUNT:							(8.00)	(4.00)	(12.00)
TOTAL SERVICE:				34.99					

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Always otherwise specified in writing, all parts and labor are warranted for the better of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.
I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 37.79 Date: 6/16/2016 APPROVAL #: 718611 ENTRY: SWIPE
CREDIT CARD #: XXXX-XXXX-XXXX-0372

The undersigned acknowledges that this invoice is for services rendered by Monro Muffler Brake & Service and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monro Muffler Brake & Service, including reasonable attorney fees and returned check charges; in the event that, for any reason, payment is not received by Monro Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorquer these lug-nuts once after the first 25 miles at no charge.

Initials:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 09:25:22)

PAY AMT
VISA 37.79 6/16/2016
TECH: 074377-0.00 E. SCHUERFELD

SUB TOTAL 34.99
SALES TAX 2.80
GRAND TOTAL 37.79

CUSTOMER COPY



STORE 394 REPAIR SHOP# 7085469
5 BROAD STREET
SHOP 394
CARTHAGE, NY 13619
(315)493-1443

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: CARTHAGE, NY [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) 000-0000 ext 00000
Other Phone: () -
Tax Exempt #:

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36GG [REDACTED]
Color:
Engine: 2.4
Mileage In: 25094
Mileage Out: 25095

Date/Time: 09/29/16 10:15:19
Estimate #: [REDACTED]
Invoice #: 70231
Key Tag: False
PO Number:
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number:
Est Created On: 09/29/16

Services Requested:
LOF & ROTATE TIRES, CK AIR FILTER

Qty. Part #		Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80 wrench									
SERVICE									
5	5W20B	S	VALVOLINE PREMIUM CONVENTIONAL 5W20 (SN)	60		5.00	3.00	0.00	15.00
1	VO39	S	OIL FILTER	60		7.99	7.99	7.00	14.99
1	BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
1	TIREROTATE	S	TIRE ROTATION	60		0.00	0.00	0.00	0.00
1	LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
1	BI	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00
JOB DISCOUNT:							(7.00)	(3.00)	(10.00)
TOTAL SERVICE:				19.99					

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are based on posted or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the period of 90 days or 1,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform the repairs. All parts are new unless otherwise specified (re-used or Rebu.). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 21.59 Date: 9/30/2016 APPROVAL #: 937746 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-8454
AID: A0000000031010 Terminal ID: 090451001

The undersigned acknowledges that this invoice is for services rendered by Monro Muffler Brake & Service and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monro Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Monro Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name: _____

Customer Signature _____

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial: _____

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 09:25:27)

PAY	AMT	SUB TOTAL	19.99
VISA	21.59 9/30/2016	SALES TAX	1.60
TECH:		GRAND TOTAL	21.59

CUSTOMER COPY



STORE 114 REPAIR SHOP# 7042156
730 CANTON ST.
SHOP 114
OGDENSBURG, NY 13669
(315)393-4015

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: OGDENSBURG, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315)-[REDACTED]
Other Phone: ()-[REDACTED]
Tax Exempt #: [REDACTED]
Manager: JOHN MEASHEAW JR.
Services Requested:
NY STATE INSPECTION, LOF & ROTATE TIRES, CK. AIR FILTER, MAX

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 30698
Mileage Out: 30698

Date/Time: 12/20/16 18:27:12
Estimate #: 283355
Invoice #: [REDACTED]
Key Tag: [REDACTED]
PO Number:
Email Address:
Fleet/Wholesale: N
Unit Number:
Est Created On: 12/20/16 17:42:13

Qty, Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80								
SERVICE								
1 10	S	SAFETY INSP PASS	0		0.00	0.00	10.00	10.00
5 5W20MAXB	S	VALVOLINE MAXLIFE 5W20 (SN)	60		7.75	6.50	0.00	32.50
1 V039	S	OIL FILTER	60		7.99	7.99	7.00	14.99
1 NYINSPECT	S	NY STATE INSPECTION STICKER#	60		0.00	0.00	0.00	0.00
1 BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
1 BI	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00
1 LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
		JOB DISCOUNT:				(12.33)	(5.17)	(17.50)
		TOTAL SERVICE:	39.99					

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are for parts or parts on full rack assembly, and not for any special labor charges. All labor charges are for parts or parts on full rack assembly, and not for any special labor charges. All labor charges are for parts or parts on full rack assembly, and not for any special labor charges.

I certify that this vehicle has been tested to meet the requirements of the state inspection and that the inspection was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 42.63 Date: 12/20/2016 APPROVAL #: 841731 ENTRY: SWIPE
CREDIT CARD #: XXXX-XXXX-XXXX-8454

Print Name: _____

Customer Signature: _____

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorquer these lug-nuts once after the first 25 miles at no charge.

Initial: _____

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 17:34:00)

PAY	AMT	SUB TOTAL	39.99
VISA	42.63 12/20/2016	SALES TAX	2.64
		GRAND TOTAL	42.63

PAYMENT COLLECTED BY: J MEASHEAW JR.
TECH: 067162-0.00 J COCHRAN

CUSTOMER COPY



STORE 394 REPAIR SHOP# 7085469
5 BROAD STREET
SHOP 394
CARTHAGE, NY 13619
(315)493-1443

PAGE 1

Customer ID [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: CARTHAGE, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) 000-0000 ext 00000
Other Phone: () -
Tax Exempt #:

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36GG [REDACTED]
Color: RED
Engine: 2.4
Mileage In: 39212

Date/Time: 03/21/17 10:49:14
Estimate #: 134371
Invoice #: [REDACTED]
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number:
Est Created On: 03/20/17

Mileage Out: 39213

Services Requested:
LOF & ROTATE TIRES, CK, AIR FILTER, MAXLIFE

		Sales Status								
Qty.	Part #	Code	Description	Loc	Warr	List	Net	Labor	Amount	
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80 WRENCH/ YELLOW										
SERVICE										
5	5W20MAXB	S	VALVOLINE MAXLIFE 5W20 (SN)	60		7.75	6.50	0.00	32.50	
1	V039	S	OIL FILTER	60		7.99	7.99	6.50	14.49	
1	LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00	
1	BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00	
1	TIREROTATE	S	TIRE ROTATION	60		0.00	0.00	0.00	0.00	
1	BI	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00	
JOB DISCOUNT:							(8.00)	(4.00)	(12.00)	
TOTAL SERVICE:				34.99						

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used Air Filter). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 37.79 Date: 3/21/2017 APPROVAL #: 391584 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-8454
AID: A0000000980840 Terminal ID: 090451001

The undersigned acknowledges that this invoice is for services rendered by Monro Muffler Brake & Service and now tenders payment (either in cash, check, credit card or other charges) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monro Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Monro Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 09:25:32)

PAY AMT
VISA 37.79 3/21/2017
TECH: 074377-0 00 E SCHUERFELD

SUB TOTAL 34.99
SALES TAX 2.80
GRAND TOTAL 37.79

CUSTOMER COPY

Invoice

LUBE EXPRESS

50 Franklin St
PO Box 132
West Carthage, NY 13619
(315) 493-6720

(Reprint)
Invoice #

Page # 1
May 23, 2017
10:58:38 AM

OGDENSBURG NY
Salesperson: ADAM FLYNN

Item #	Qty	Description	Price	Amount
LOF	1.00	LUBE OIL FILTER	\$30.95	\$30.95

2016 KIA SORENTO
2.4L
M10479
5/20 4.8 QTS
46797 MILES
TECH TB

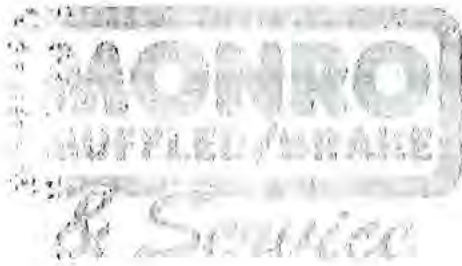
Thank you for visiting Carthage Auto
Repair And Service Center. COME AGAIN

Sub Total	\$30.95
Sales Tax	\$2.48
Services	\$0.00

Total Due \$33.43

Pay Type:
Visa \$33.43

Change Due \$0.00



STORE 114 REPAIR SHOP# 7042156
730 CANTON ST.
SHOP 114
OGDENSBURG, NY 13669
(315)393-4015

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: OGDENSBURG, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) - [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: DONALD BEEBIE
Services Requested:
LOF & ROTATE TIRES, CK. AIR FILTER

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: [REDACTED]
Color: 2 4
Engine: 2 4
Mileage In: 52638
Mileage Out: 52638

Date/Time: 07/24/17 10:25:11
Estimate #: 291102
Invoice #: [REDACTED]
Key Tag: False
PO Number:
Email Address:
Fleet/Wholesale: N
Unit Number:
Est Created On: 07/21/17

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: Not Available Torque: Not Available									
SERVICE									
5	5W20MAX8	R	VALVOLINE MAXLIFE 5W20 (SN)		60	7.75	6.50	0.00	32.50
1	VO39	R	OIL FILTER		60	7.99	7.99	7.00	14.99
1	BATCK	S	FREE BATTERY CHECK		60	0.00	0.00	0.00	0.00
1	LUBE	R	LUBE(IF POSSIBLE)		60	15.00	0.00	0.00	0.00
JOB DISCOUNT:							(10.50)	0.00	(10.50)
TOTAL SERVICE:				36	99				

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are by hour or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts & labor are warranted for the lesser of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified. If listed on Repair 1, All parts for items should be returned from the vehicle before this left for repairs. A fee will be charged for late return.
I certify that this vehicle has been tested and is in good condition when released and that the technician's work was performed satisfactorily.

Monro's Staff

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 39.95 Date: 7/24/2017 APPROVAL #: 251832 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-8454
AID: A0000000980840 Terminal ID: 089793002

This undersigned acknowledges that this invoice was as presented by Monro Muffler Brake & Service, Inc. and that I have received payment for the same. I hereby agree to pay the amount shown on this invoice in the full amount due Monro, Inc. for the services rendered by Monro Muffler Brake & Service, Inc. including reasonable attorney fees and costs if these charges at the event that for any reason payment is not received by Monro Muffler Brake & Service, Inc. I express my intent to pay this invoice as a condition of service and I agree to pay the cost of repair and parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 17:33:59)

PAY	AMT	SUB TOTAL	36.99
VISA	39.95 7/24/2017	SALES TAX	2.96
		GRAND TOTAL	39.95

PAYMENT COLLECTED BY: M. AZZARONE
TECH: 037337-0.00 M. AZZARONE

CUSTOMER COPY

Invoice

LUBE EXPRESS

50 Franklin St
PO Box 132
West Carthage, NY 13619
(315) 493-6720

(Reprint)
Invoice #

Page # 1
November 2, 2017
9:39:06 AM

OGDENSBURG NY
Salesperson: DEREK BURTO

Item #	Qty	Description	Price	Amount
LOF	1.00	LUBE OIL FILTER	\$30.95	\$30.95

2016 KIA SORENTO
2.4L
M10479
5/20 4.8 QTS.
62075 MILES
TECH AF

Thank you for visiting Carthage Auto
Repair And Service Center. COME AGAIN

Sub Total	\$30.95
Sales Tax	\$2.48
Services	\$0.00
Total Due	\$33.43
Pay Type:	
Visa	\$33.43
Change Due	\$0.00



STORE 114 REPAIR SHOP# 7042156
730 CANTON ST.
SHOP 114
OGDENSBURG, NY 13669
(315)393-4015

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: OGDENSBURG, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) - [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: DONALD BEEBIE
Services Requested:
4 TIRES

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 63217
Mileage Out: 63217

Date/Time: 11/15/17 14:12:13
Estimate #: 295870
Invoice #: [REDACTED]
Key Tag:
PO Number:
Email Address: none
Fleet/Wholesale: N
Unit Number:
Est Created On: 11/14/17 17:28:31

Qty, Part #		Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: Not Available Torque: Not Available									
TIRE SERVICE									
4	MB100	S	WHEEL BALANCE	A	60	0.00	0.00	0.00	0.00
TOTAL TIRE SERVICE:				0.00					
SERVICE									
4	TT	S	TIRE INSTALLATION	A	60	0.00	0.00	0.00	0.00
4	L0945	S	STANDARD VALVE STEM	A	60	0.00	0.00	0.00	0.00
TOTAL SERVICE:				0.00					
TIRE									
4	766722358	S	* GDY ULTRA GRIP WINT	A	70	142.99	140.99	0.00	563.96
Tire Size: 235/65R17 Speed Rating: T Ply: 04									
Load Range: B Sidewall: VSB Load Index: 104									
Mileage Warranty: 0									
DOT Numbers:									
gssg4117				Mfg Date: 41st week of 2017					
gssg4117				Mfg Date: 41st week of 2017					
gssg4117				Mfg Date: 41st week of 2017					
gssg4117				Mfg Date: 41st week of 2017					
1	*766722358	S	Discount On 766722358	A	70	0.00	(60.00)	0.00	(60.00)
4	TR2	S	TIRE RECYCLING FEE	A	0	2.50	2.50	0.00	10.00
4	NYTIREFEE	S	WASTE TIRE	A	0	2.50	2.50	0.00	10.00
MANAGEMENT FEE									
(NY State Required)									
TOTAL TIRE				523.96					

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 565.08 Date: 11/15/2017 APPROVAL #: 948566 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-1446
AID: A0000000980840 Terminal ID: 089793001

NOTICE TO CUSTOMERS
Monro Muffler Brake & Service, Inc. is not responsible for any damage or loss of property or personal items left in the vehicle while it is in our shop. We are not responsible for any damage or loss of property or personal items left in the vehicle while it is in our shop. We are not responsible for any damage or loss of property or personal items left in the vehicle while it is in our shop.

I certify that this vehicle has been tested and found to be in good working order and that the mechanics have been performed satisfactorily.

Manager's Initials

This certificate is a receipt for the vehicle and is not a warranty. It is not a guarantee of performance or a statement of opinion. It is only a statement of fact. It is not a statement of opinion. It is only a statement of fact. It is not a statement of opinion. It is only a statement of fact.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorqued these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A REPRINT OF AN INVOICE. DO NOT PAY THIS INVOICE TWICE! (Reprinted: 04/09/18 17:33:57)

CUSTOMER COPY

SEE NEXT PAGE



STORE 114 REPAIR SHOP# 7042156
730 CANTON ST.
SHOP 114
OGDENSBURG, NY 13669
(315)393-4015

PAGE 2

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: OGDENSBURG, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) - [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: DONALD BEEBIE
Services Requested:
4 TIRES

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 63217
Mileage Out: 63217

Date/Time: 11/15/17 14:12:13
Estimate #: 295870
Invoice #: [REDACTED]
Key Tag: [REDACTED]
PO Number: [REDACTED]
Email Address: none
Fleet/Wholesale: N
Unit Number: [REDACTED]
Est Created On: 11/14/17 17:28:31

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
------	--------	----------------------	-------------	-----	------	------	-----	-------	--------

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 17:33:57)

PAY AMT
VISA 565.08 11/15/2017

SUB TOTAL 523.96
SALES TAX 41.12
GRAND TOTAL 565.08

PAYMENT COLLECTED BY: M. AZZARONE
TECH: 008685-0.00 F. BICE

CUSTOMER COPY

Bill's Tire Center
1000 Patterson St #7074673
Ogdensburg, NY. 13669
Phone: 315-393-3280 Fax: 315-393-9271

INVOICE

Org. Est. # 121428
Shop ID #
7074673

Invoice from History

Work Completed : 02/22/2018 Date: 04/09/2018

2016 Kia - Sorento L - 2.4L, In-Line4 (144CI) VIN(3)
Lic # : Odometer In : 71878
VIN # : 5XYPGDA36 GG
Ogdensburg, NY
Home

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext
				SCRAPE OFF OLD REGISTRATION	n/c
				oil lube and filter-SYNTHETIC BLEND	24.95
				oil lube and filter	

Org. Estimate 26.95 Revisions 0.00 Current Estimate 26.95

Labor:	24.95
Parts:	0.00
SubTotal:	24.95
Tax:	2.00
Total:	26.95
Bal Due:	\$0.00

[Payments - Visa - \$26.95]
Vehicle Received: 2/22/2018

Customer Number : 16585

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____

Visit us on the web : www.bills-tirecenter.com

Our Email Address: billsfire@gmail.com



DRIVER'S VILLAGE
IT'S ABOUT TIME

DRIVER'S VILLAGE • 5885 EAST CIRCLE DRIVE • CICERO, NEW YORK 13039 • (315) 452-1556

VEHICLE PURCHASE AGREEMENT • NY State Facility Number 7100366

BUYER	DATE	HOME PHONE
STREET	CELL PHONE	BUSINESS PHONE
CITY	STATE	FAX NUMBER
CO-BUYER	CUSTOMER E-MAIL ADDRESS:	

I AGREE TO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON BOTH SIDES OF THIS AGREEMENT, THE FOLLOWING VEHICLE:

☒ NEW	YEAR	MAKE	MODEL	BODY	COLOR
☐ USED					
☐ DEMO					

INSP#	MILES	DATE
(PURCHASE) ODOMETER MILEAGE STATEMENT (Federal regulations require you state the odometer mileage upon transfer of ownership. An inaccurate or untruthful statement may make you liable for damages to your transferee, for attorney fees, and for civil or criminal penalties, pursuant to sections 409, 412, and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-513, as amended by Pub. L. 94-384).)		
I, <u>DRIVER'S VILLAGE, INC.</u> state that the odometer on the vehicle described below now reads <u>11,111</u> miles/kilometers.		

(Check one box only)

☐ I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage of the vehicle described below.

☐ I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of designed mechanical odometer limit of 99,999 miles/kilometers of the vehicle described below.

☐ I hereby certify that to the best of my knowledge the odometer reading as stated above is NOT the actual mileage of vehicle described below, and should not be relied upon.

MAKE	MODEL	BODY TYPE
FORD	FORD	FORD
VEHICLE IDENTIFICATION NUMBER		YEAR
XXXXXXXXXX		2010

(Check one box only)

☐ I hereby certify that the odometer of said vehicle was not altered, set back, or disconnected while in my possession, and I have no knowledge of anyone doing so.

☐ I hereby certify that the odometer was altered for repair or replacement purposes while in my possession, and that the mileage registered on the repaired or replacement odometer is identical to that before such service.

☐ I hereby certify that the odometer was altered for repair or replacement purposes while in my possession, and that the repaired or replacement odometer was incapable of registering the same mileage, that it was reset to zero, and that the mileage on the original odometer or the odometer before repair was miles/kilometers.

CONSUMER INFORMATION

*Estimated Delivery Date 12/03/15 / Place of Delivery Cicero
If the new motor vehicle has not been delivered in accordance with this contract within 30 days following the estimated delivery date, the consumer has the right to cancel the contract and to receive a full refund, unless the delay in delivery is attributable to the consumer.

PRIOR USE CERTIFICATION (REQUIRED BY VEHICLE AND TRAFFIC LAW 417-A IF PRINCIPAL PRIOR USE OF THE VEHICLE WERE AS A POLICE VEHICLE, TAXICAB, DRIVER EDUCATION VEHICLE OR RENTAL VEHICLE). THE PRINCIPAL PRIOR USE OF THIS VEHICLE WAS: A POLICE VEHICLE , A TAXICAB , A DRIVER EDUCATION VEHICLE , OR A RENTAL VEHICLE .

**The amount indicated on this sales contract or lease agreement for registration and title fees is an estimate. In some instances, it may exceed the actual fees due the Commissioner of Motor Vehicles. The dealer will automatically, and within sixty days of securing such registration and title, refund any amount overpaid for such fees.
Customer Initials Date 12/03/15

* THE OPTIONAL DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLE FEE, UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBERED PLATES. YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE OFFICE.

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "Z" (TRUTH IN LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, THE DEALER CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE PUBLIC HIGHWAY AT THE TIME OF DELIVERY.

CONTRACTUAL DISCLOSURE FOR USED VEHICLE ONLY
THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT, INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

SALES MANAGER	DELIVERY COORDINATOR	SALESPERSON

V.I.N.	STOCK NO.
XXXXXXXXXX	

TOTAL SELLING PRICE	\$	\$
MINUS TRADE-IN ALLOWANCE	-	\$
NET DIFFERENCE	=	\$
N.Y.S. SALES TAX COUNTY	+	\$
DEALER FEE*	+	\$
PLUS N.Y.S. INSPECTION	+	\$
TOTAL PRICE OF VEHICLE (INC. TAX)	=	\$
PAY OFF	+	\$
MISC.	+	\$
TOTAL AMOUNT DUE	=	\$
REGISTRATION (ESTIMATE)**	+	\$

RECONCILIATION

REBATE	-	\$
REBATE	-	\$
CASH DEPOSIT	-	\$
CASH ON DELIVERY	-	\$
AMOUNT FINANCED/TOTAL BALANCE DUE	=	\$

LIENHOLDER:	TERM:	MONTHS
ABC MOTOR FINANCE	60	

THE TRADE-IN

VIN#	MILEAGE					
XXXXXXXXXX	11111					
YEAR	MAKE	MODEL	BODY	COLOR	CYL	TRANS
2010	FORD	FORD	FORD	RED	4	5

BANK HOLDING LIEN	PLATE NO	EXP DATE

BANK ADDRESS	BANK PHONE
XXXXXXXXXX	
LIEN ACCT#	CLOSE OUT
XXXXXXXXXX	12/03/15
GOOD UNTIL	DATE
	12/03/15

I HEREBY STATE THAT THERE ARE NO LIENS OR ENCUMBRANCES ON THE VEHICLE THAT I AM TRADING, OTHER THAN THOSE STATED ABOVE AND THAT THE VEHICLE I AM TRADING DOES NOT HAVE A SALVAGE, FLOOD, RECONSTRUCTED, OR ANON USA STD. TITLE

12/03/15
DATE BUYERS SIGNATURE

I HAVE READ THE TERMS ON BOTH SIDES OF THIS AGREEMENT AND ACCEPT THEM AS STATED.

BUYERS SIGNATURE DATE 12/03/15

CO-BUYER'S SIGNATURE DATE 12/03/15

APPROVED BY SELLER DATE 12/03/15

SEE OTHER SIDE FOR ADDITIONAL TERMS

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER.



RECAP & DISCLOSURE

Customer Info

[Redacted Customer Information]

Vehicle Info

Year: 2016 Make: KIA Model: [Redacted]
VIN: KMPGD0A35GB1 [Redacted]
Odometer: 120

Financial Info

In accordance to our Fair Credit & Pricing Compliance Program, I understand that I am not required to purchase any of the products listed below to secure financing.

Finance Price: \$11,995.00 Down Payment: \$1,000.00 Monthly Payment: \$211.00

I was presented these Products

- Vehicle Service Contract
- Vehicle Maintenance Contract
- Vehicle Protection Package
 - Rust proofing
 - Fabric/Leather Protection
 - Paint Sealant

I am purchasing these Products

Vehicle Service Contract
Vehicle Maintenance Contract

1/2/16

By signing below I acknowledge that all products were offered and explained to me.

Customer has viewed Video Presentation, please initial. _____

Customer's Signature: [Redacted] Date: _____

Prepared By: DEAN, JESSIE

Presented By: [Signature]



DISTINCTION™

MECHANICAL FAILURE SERVICE CONTRACT

VEHICLE INFORMATION

FORM NUMBER K1100115		SERIAL NUMBER 8366	
YEAR 2016	MAKE KIA	MODEL RENTO	CURRENT ODOMETER READING 10000

DEALER INFORMATION

SELLING DEALER DRIVER'S VEHICLE INC.			FWS DEALER #
DEALER ADDRESS 500 E. 10th St.	CITY DEERFIELD BEACH	STATE FL	ZIP 33443
LIENHOLDER FIDELITY WARRANTY SERVICES	ADDRESS 10000 N. 10th St.		

SERVICE CONTRACT HOLDER INFORMATION

FIRST NAME [REDACTED]	LAST NAME [REDACTED]		
ADDRESS [REDACTED]	CITY DEERFIELD BEACH	STATE FL	ZIP [REDACTED]
(AREA CODE) TELEPHONE NUMBER [REDACTED]	EMAIL ADDRESS [REDACTED]		

SERVICE CONTRACT INFORMATION

TERM / MILEAGE SELECTED		COVERAGE PLAN SELECTED	
TERM YEARS	MILEAGE MILES	POWERTRAIN (PTR) ☐	GOLD (PUG) ☐
		SILVER (PUS) ☐	GOLD PLUS (PGP) ☐
			PLATINUM (PNP) ☒
SEE "SERVICE CONTRACT PERIOD" TO DETERMINE EXPIRATION DATE AND MILES			
LIGHT DUTY COMMERCIAL USE COVERAGE		DEDUCTIBLE SELECTED	
ONLY FOR VEHICLES WITH LESS THAN 35,000 MILES ☐ (LCU)		\$0 (ZRD) ☐	
		\$100 (Z1H) ☐	
		\$100** (ZR1) ☐	
		\$250 (ZTF) ☐	
SERVICE CONTRACT PURCHASE DATE 12/15/15	SERVICE CONTRACT PURCHASE PRICE 1,000.00	** REDUCING DEDUCTIBLE - WAIVED IF REPAIRS ARE MADE AT SELLING DEALER	

YOU UNDERSTAND THAT THE PURCHASE OF THIS SERVICE CONTRACT IS NOT REQUIRED IN ORDER TO OBTAIN FINANCING OR TO PURCHASE THIS VEHICLE, HAS A STANDARD \$100 DEDUCTIBLE AND MAY PROVIDE CERTAIN COVERAGES WHICH ALREADY MAY BE INCLUDED IN ANY APPLICABLE MANUFACTURER'S WARRANTY.

NOTICE TO SERVICE CONTRACT HOLDER: YOU are required to obtain authorization prior to beginning any repairs covered by this Service Contract except as noted in #2 of HOW TO MAKE A CLAIM. This Service Contract is subject to the ARBITRATION section contained herein. Please see STATE AMENDMENTS section for additional state provisions.

☐ **Washington Residents Only: By initialing this box, YOU acknowledge YOU have reviewed with Selling Dealer the sections of this Service Contract titled: SERVICE CONTRACT PERIOD, SERVICE CONTRACT COVERAGE, MECHANICAL BREAKDOWN, VEHICLE COVERED PARTS, DEDUCTIBLE AND UNCOVERED COSTS, CANCELLATION, EXCLUSIONS FROM COVERAGE, YOUR RESPONSIBILITIES, HOW TO MAKE A CLAIM, and IMPLIED WARRANTY, CONTRACTUAL LIABILITY POLICY # CL-02-091.**

CUSTOMER SIGNATURE

DATE

DEALER SIGNATURE

DATE

SERVICE COMPANY AND ADMINISTRATOR:

FIDELITY WARRANTY SERVICES, INC.

P.O. BOX 8567 ▼ DEERFIELD BEACH, FL 33443 ▼ 1-866-440-1340

COPY 1 - FWS ▼ COPIES 2 & 3 - DEALER ▼ COPY 4 - LIENHOLDER ▼ COPY 5 - CUSTOMER
F-NSRV (01/15) ▼ K110 (01/15)

LZX 97501 ▼ C/SR 7846

[REDACTED]

ADDENDUM NUMBER

GUARANTEED ASSET PROTECTION
DEFICIENCY WAIVER ADDENDUM (RETAIL ONLY)

THIS IS AN AMENDMENT TO THE RETAIL INSTALLMENT SALES CONTRACT (REFERRED TO AS THE "CONTRACT") BETWEEN THE DEALER AND YOU, THE CUSTOMER, LISTED BELOW AND COVERS ONLY THE ORIGINAL CONTRACT FOR THE PURCHASE OF THE VEHICLE.

INFORMATION

Board	[REDACTED]
Address	[REDACTED]

☒ Financing Contract
Not available for leased vehicles.

IMPORTANT INFORMATION REGARDING OPTIONAL GAP. PLEASE READ.

OPTIONAL GAP depending on how much of a down payment (including trade-in value) You made on the Vehicle. The cost for GAP is reasonable in relation to the price of the Vehicle. Products are available and at what cost. The cost for GAP is reasonable in relation to the price of the Vehicle. Products are available and at what cost.

1. KEY INFORMATION

- ☒ Financing Contract
Not available for leased vehicles.
- IMPORTANT INFORMATION REGARDING OPTIONAL GAP. PLEASE READ.**
- I. KEY INFORMATION**
1. You might not need GAP depending on how much of a down payment (including trade-in value) You made on Your Vehicle, the term of Your Contract, the make of Vehicle and c
 2. You may purchase GAP only at the time You sign Your Contract to purchase the Vehicle from the Dealer.
 3. It is Your responsibility to determine whether the cost for GAP is reasonable in relation to the protections it affords You and Your family. You may also wish to c
 4. agent to determine whether alternative programs or products are available and at what cost.
 5. In cases of Transfer of Equity (See Section III - DEFINITIONS), GAP is transferable.
 6. GAP coverage may decrease over the term of the Contract.
 7. GAP coverage terminates if You prepay or refinance the Contract to which this Amendment refers. You are entitled to a refund of the GAP Charge, as outlined in the CANC
 8. as of the date of the prepayment or refinance.
 9. GAP coverage terminates if You default under Your Contract, upon the expiration of any redemption period following the repossession of Your Vehicle or upon any r
 10. GAP coverage terminates if You default under Your Contract, upon the expiration of any redemption period following the repossession of the overall amount owed under Your Contract
 11. refund strictly to the Gap Charge.
 12. You are not required to purchase GAP to obtain credit or financing. Neither the extension of credit, the terms of credit, nor the terms of the related m
 13. You are not required to purchase GAP. It is completely voluntary and optional.
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 100. You are not required to purchase GAP. It is completely voluntary and optional.
- substitute for nor does it provide any insurance coverage for You or the Vehicle, such as collision, comprehensive, bodily injury, property damage
- Deferred Payments, which are not part of the scheduled Contract payments, are considered late payments.
- for lost cash down payment, trade equity or finance charges after the Date of Loss.
- that there is no Deficiency Balance
- ended by adding the following and subject to the provisions
- Vehicle is a Total Loss, then You will be respon

Contract and finance charges after the date of Loss, or the date of Loss and refund.



Driver's Village, Inc
DBA Burdick Dodge
5885 East Circle Drive, Suite 335
Cicero, New York 13039
Telephone # (315) 699-6300
Facility ID # 7100371

RECEIPT

CUSTOMER
[REDACTED]

RECEIPT #
[REDACTED]
DATE
12/02/15 14:27
AMOUNT
500.00

Payment Received:

Visa/Mc/Discover Approval Number 03388C	500.00
Total Received:	500.00

Payment Applied To: DEPOSIT--DAVIS, EMERSON

111024 : P16000189 : DP	500.00
Total Applied:	500.00



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Search

Welcome, AMY DAVIS!
How can we help you today?
[LOG OUT](#)

- MY ACCOUNT
- PAYMENTS
- BUY OR LEASE
- LEASE-END
- OFFERS
- FINANCE TOOLS

Account Number XXXXXXXXXX [Add an Account](#)

PAYMENTS

[Make A Payment](#) [View History](#) [Payoff Quote](#)

Request a Payoff Quote

Choose a Reason [Go](#)

Payoff Quote Results

VIN # 5XYPGDA36GG1 XXXXXX

Vehicle Description 2016 KIA SORENTO

Current Amount Due \$561.72

Payoff Amount \$21,345.36

Per Diem \$0.00

Payoff Quote Good Through 04/29/2018

Payoff Information

PAYOFF ADDRESS

Make Check Payable to: "Kia Motors Finance" and mail to:

Regular Mail:
Kia Motors Finance
P.O. Box 650805
Dallas, TX 75265-0805

Overnight Mail:
Kia Motors Finance
Box 650805
1501 North Plano Rd., Suite 100
Richardson, TX 75081

*Payoff Information

¹ Account balances, payments and other amounts due or paid appearing on this website assume that all payments posted to your account were made with good funds, were valid and were not applied to your account in error. Account balances may not include amounts you may owe for expenses incurred but not yet billed to your account.

YOUR DEALER

BURDICK KIA
5885 E. CIRCLE DRIVE
CICERO, NY, 13039
Phone. 315-452-1800
Fax. 315-455-3094
[Visit dealer website](#)



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

BARBARA D. UNDERWOOD
ATTORNEY GENERAL

DIVISION OF REGIONAL AFFAIRS
WATERTOWN REGIONAL OFFICE

July 23, 2018

Kia Motors America, Inc.
Attn: Customer Relations
PO Box 52410
Irvine, CA 92619-2410

RECEIVED

JUL 30 2018

CONSUMER AFFAIRS

Re: Our File Number: [REDACTED]
Consumer: [REDACTED]

Dear Sir or Madam:

We have not received your response to our prior letters regarding Amy Davis's complaint (copy enclosed).

We request that you provide our office with a formal response within five business days as to how you intend to resolve Amy Davis's complaint.

Very truly yours,

Sharnette Grant

Sharnette Grant
Bureau of Consumer Frauds and Protection

PLEASE INCLUDE ABOVE FILE NUMBER ON ALL CORRESPONDENCE



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

BARBARA D. UNDERWOOD
ATTORNEY GENERAL

DIVISION OF REGIONAL AFFAIRS
WATERTOWN REGIONAL OFFICE

June 15, 2018

Kia Motors America Inc.
Attn: Customer Relations
PO Box 52410
Irvine, CA 92619-2410

Re: Our File Number: [REDACTED]

Consumer: [REDACTED]

Dear Sir or Madam:

Enclosed please find a copy of a complaint filed by the above consumer.

Attorney General Barbara D. Underwood's Bureau of Consumer Frauds and Protection enforces consumer protection laws and mediates consumer complaints. Our purpose in handling individual complaints is to assist in settling disputes fairly and amicably.

Since we now know only the consumer's side, I request that you review the complaint and state your position in writing. I enclose our response form. Kindly attach copies of any relevant documents.

Of course, if the consumer is entitled to a refund or other adjustment, it should be made promptly and you should advise us accordingly.

Please send your reply within seven business days. I look forward to your cooperation.

Very truly yours,

Sharnette Grant

Sharnette Grant
Bureau of Consumer Frauds and Protection

Enclosure

PLEASE INCLUDE ABOVE FILE NUMBER ON ALL CORRESPONDENCE

Attorney General Barbara D. Underwood



Submitted on: Wednesday, May 30, 2018 - 01:09 PM

Submitted to: Regional Office Watertown

Matter ID: 1403823

Complaint ID: 43995WTR

Complainant Information

Name: [REDACTED]

Street Address: [REDACTED]

City/Town: Ogdensburg

State: NY

Zip: [REDACTED]

County: St Lawrence

Home Phone: [REDACTED]

Business Phone: [REDACTED]

Email Address: [REDACTED]

Entity Information

Name of Seller or Provider of Services:

Kia

Street Address:

City/Town:

State:

Zip:

Phone:

Name of Other Seller or Provider of Services:

Street Address:

City/Town:

State:

Zip:

Phone:

Cost of Product or Service:

\$0.00

Date of Transaction:

03/29/2018

Method of Payment:**Did you sign a contract?** No**Where did you sign the contract?****Date Signed:****Was the product or service advertised?** No**Where was it advertised?****Date Advertised:****How did you complaint to the seller/provider?** telephone**Date:****Person Contacted:****Job Title:****Nature of Response(s):****Date of Response:****Has this matter been submitted to another agency or attorney?** No**Name and address:****Is court action or other legal proceeding pending?** No**Please Describe:**

Additional Complaint Information**Manufacturer of product:** KIA**City/Town:****State:****Zip:****Product model or serial number:** Sorento**Warranty expiration date:****Did business arrange financing?** Yes**Name and address of bank or finance company:** KIA Financial

Briefly describe your complaint:

On March 29, 2018, My 19 year old son was driving our 2 year old Kia Sorento and the car caught fire. It was a defect in the engine. I have talked to Kia several times and my case has been elevated to the national level however they are not calling us with a resolution. They did offer 3 options of which we chose the 3rd one and they said they would make it happen. This happened first on April 20 and the next time on May 14. We have not heard a word since. We have seen on the news that this has happened to another Kia vehicle also recently. We would really just like them to call us and tell us what is happening. Case # [REDACTED]

What form of relief are you seeking (e.g. refund, credit, exchange, repair, etc)?

They have offered us a new vehicle of the same type plus we would give \$5000. We want a new vehicle

In submitting this form, complainant understands that:

- The Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. My filing this complaint does not mean that the Attorney General has initiated a lawsuit or proceeding on my behalf or that it will do so.
 - The Attorney General cannot give me legal advice or represent me in court. If I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.
 - In order to resolve my complaint, the Attorney General may send a copy of my complaint and any documents I provide to the person or business about whom I am complaining and I authorize that person or business to release information concerning my complaint to the Attorney General.
 - The Attorney General works with other state, local and federal government agencies to investigate complaints and coordinate law enforcement and may also share my complaint with them. In addition, the Attorney General may use information from my complaint in legal proceedings to establish violations of law.
 - Any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.
-

Signature: 

Date: 05/30/2018



STORE 394 REPAIR SH. # 7085469
5 BROAD STREET
SHOP 394
CARTHAGE, NY 13619
(315)493-1443

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: CARTHAGE, NY [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) 000-0000 ext.00000
Other Phone: () -
Tax Exempt #:

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36G0 [REDACTED]
Color: [REDACTED]
Engine: 2.4
Mileage In: 4784
Mileage Out: 4784

Date/Time: 01/26/16 11:41:11
Estimate #: 126085
Invoice #: [REDACTED]
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number:
Est Created On: 01/26/16

Services Requested:
LOF & ROTATE TIRES, CK, AIR FILTER, SYNPOWER

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80									
SERVICE									
5	5W20SYN	S	5W20 VALV SYNPOWER	60		14.00	14.00	0.00	70.00
1	V039	S	OIL FILTER	60		7.99	7.99	5.00	12.99
1	TIREROTATE	S	TIRE ROTATION	60		0.00	0.00	0.00	0.00
1	LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
1	BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
1	BI	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00
1	ROTATE-NP	C	NOT PERFORMED	60		0.00	0.00	0.00	0.00
JOB DISCOUNT:							(16.92)	(1.08)	(18.00)
TOTAL SERVICE:				64.99					

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the greater of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test-driven when needed and that this mechanic's work was performed satisfactorily.

Mechanic's Initials

*** Customer Wishes To Discard Old Parts ***

These parts were declined by the customer:
1 BI S INSPECT BRAKES
Subtotal of declined parts (tax not included):

0.00 0.00 0.00 0.00

The undersigned acknowledges that this invoice is for services rendered by Monro Muffler Brake & Service and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monro Muffler Brake & Service, including reasonable attorney fees and returned check charges. In the event that, for any reason, payment is not received by Monro Muffler Brake & Service, an express mechanic's lien is acknowledged on the above vehicle to secure the cost of repair made, including any parts utilized during such repair.

PAY TYPE: VISA 70.19 Date: 1/28/2016 APPROVAL #: 498179 ENTRY:
CREDIT CARD #: XXXX-XXXX-XXXX-8454

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 09:25:17)

PAY AMT
VISA 70.19 1/28/2016
TECH: 074377-0.00 E. SCHUERFELD

SUB TOTAL 64.99
SALES TAX 5.20
GRAND TOTAL 70.19

CUSTOMER COPY



STORE 394 REPAIR SH # 7085469
5 BROAD STREET
SHOP 394
CARTHAGE, NY 13619
(315)493-1443

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: CARTHAGE, NY [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) 000-0000 ext.00000
Other Phone: () -
Tax Exempt #:

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36GC [REDACTED]
Color:
Engine: 2.4
Mileage In: 15862

Date/Time: 06/16/16 14:12:38
Estimate #: 128936
Invoice #: [REDACTED]
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number:
Est Created On: 06/14/16

Services Requested:
LOF & ROTATE TIRES, CK. AIR FILTER, MAXLIFE

Mileage Out: 15862

NOTICE TO CUSTOMERS

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80 WRENCH									
SERVICE									
5	5W20MAX8	S	VALVOLINE MAXLIFE 5W20 (SN)	60		7.75	6.50	0.00	32.50
1	V039	S	OIL FILTER	60		7.99	7.99	6.50	14.49
1	LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00	0.00
1	BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00	0.00
937/800 GOOD									
1	TIREROTATE	S	TIRE ROTATION	60		0.00	0.00	0.00	0.00
1	BI	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00
JOB DISCOUNT:							(8.00)	(4.00)	(12.00)
TOTAL SERVICE:				34	99				

Unless otherwise specified, all labor charges are based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the duration of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified in writing or Remark. All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 37.79 Date: 6/16/2016 APPROVAL #: 718611 ENTRY: SWIPE
CREDIT CARD #: XXXX-XXXX-XXXX-0372

The undersigned acknowledges that this invoice is for services rendered by Monro Muffler Brake & Service and now tendered payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monro Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Monro Muffler Brake & Service. An express mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorquer these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 09:25:22)

PAY AMT
VISA 37.79 6/16/2016
TECH: 074377-0.00 E. SCHUERFELD

SUB TOTAL 34.99
SALES TAX 2.80
GRAND TOTAL 37.79

CUSTOMER COPY



STORE 394 REPAIR SH # 7085469
5 BROAD STREET
SHOP 394
CARTHAGE, NY 13619
(315)493-1443

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: CARTHAGE, NY, 13619
Home Phone: (315) 408-3735
Work Phone: (315) 000-0000 ext 00000
Other Phone: () -
Tax Exempt #:

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36G5 [REDACTED]
Color:
Engine: 2.4
Mileage In: 25094

Date/Time: 09/30/16 10:15:19
Estimate #: 131107
Invoice #: [REDACTED]
Key Tag: False
PO Number:
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number:
Est Created On: 09/29/16

Mileage Out: 25095

Services Requested:
LOF & ROTATE TIRES, CK AIR FILTER

Qty. Part #		Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80 wrench									
SERVICE									
5	5W20B	S	VALVOLINE PREMIUM CONVENTIONAL 5W20 (SN)		60	5.00	3.00	0.00	15.00
1	V039	S	OIL FILTER		60	7.99	7.99	7.00	14.99
1	BATCK	S	FREE BATTERY CHECK		60	0.00	0.00	0.00	0.00
1	TIREROTATE	S	TIRE ROTATION		60	0.00	0.00	0.00	0.00
1	LUBE	S	LUBE(IF POSSIBLE)		60	15.00	0.00	0.00	0.00
1	BI	S	INSPECT BRAKES		60	0.00	0.00	0.00	0.00
JOB DISCOUNT:							(7.00)	(3.00)	(10.00)
TOTAL SERVICE:				19.99					

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are based on flat rate intervals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the period of 90 days or 3,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed, and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 21.59 Date: 9/30/2016 APPROVAL #: 937746 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-8454
AID: A0000000031010 Terminal ID: 090451001

The undersigned acknowledges that this invoice is for services rendered by Monroe Muffler Brake & Service and now remains payable (whether in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monroe Muffler Brake & Service, including reasonable attorney fees and returned check charges, in the event that, for any reason, payment is not received by Monroe Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repairs.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 09:25:27)

PAY	AMT	SUB TOTAL	19.99
VISA	21.59 9/30/2016	SALES TAX	1.60
TECH:		GRAND TOTAL	21.59

CUSTOMER COPY

CUSTOMER COPY



STORE 394 REPAIR SH # 7085469
5 BROAD STREET
SHOP 394
CARTHAGE, NY 13619
(315)493-1443

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: CARTHAGE, NY, [REDACTED]
Home Phone: (315) 408-3735
Work Phone: (315) 000-0000 ext 00000
Other Phone: () -
Tax Exempt #:

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36GG [REDACTED]
Color: RED
Engine: 2.4
Mileage In: 39212
Mileage Out: 39213

Date/Time: 03/21/17 10:49:14
Estimate #: 134371
Invoice #: [REDACTED]
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: [REDACTED]
Unit Number:
Est Created On: 03/20/17

Services Requested:
LOF & ROTATE TIRES, CK. AIR FILTER, MAXLIFE

Sales Status								
Qty.	Part #	Code	Description	Loc	Warr	List	Net	Labor
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80 WRENCH/ YELLOW								
SERVICE								
5	5W20MAXB	S	VALVOLINE MAXLIFE 5W20 (SN)	60		7.75	6.50	0.00
1	VO39	S	OIL FILTER	60		7.99	7.99	6.50
1	LUBE	S	LUBE(IF POSSIBLE)	60		15.00	0.00	0.00
1	BATCK	S	FREE BATTERY CHECK	60		0.00	0.00	0.00
1	TIREROTATE	S	TIRE ROTATION	60		0.00	0.00	0.00
1	BI	S	INSPECT BRAKES	60		0.00	0.00	0.00
JOB DISCOUNT:							(8.00)	(4.00)
TOTAL SERVICE:							34.99	(12.00)

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are priced on basis of 1st rate materials, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the period of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (re-used or rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 37.79 Date: 3/21/2017 APPROVAL #: 391584 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-8454
AID: A0000000980840 Terminal ID: 090451001

The undersigned acknowledges that this invoice is for services rendered by Monro Muffler Brake & Service and now tenders payment (either in cash, check, credit card or other charge) in the full amount set forth on this invoice. The undersigned agrees to pay any and all costs of collection incurred by Monro Muffler Brake & Service, including reasonable attorney fees and retained check charges, in the event that, for any reason, payment is not received by Monro Muffler Brake & Service. An expressed mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts utilized during such repair.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Initial:

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 09:25:32)

PAY AMT
VISA 37.79 3/21/2017
TECH: 074377-0.00 E SCHUERFELD

SUB TOTAL 34.99
SALES TAX 2.80
GRAND TOTAL 37.79

CUSTOMER COPY

Invoice

LUBE EXPRESS

50 Franklin St
PO Box 132
West Carthage, NY 13619
(315) 493-6720

(Reprint)
Invoice #

Page # 1
May 23, 2017
10:58:38 AM

OGDENSBURG NY
Salesperson: ADAM FLYNN

Item #	Qty	Description	Price	Amount
LOF	1.00	LUBE OIL FILTER	\$30.95	\$30.95

2016 KIA SORENTO
2.4L
M10479
5/20 4.8 QTS
46797 MILES
TECH TB

Thank you for visiting Carthage Auto
Repair And Service Center. COME AGAIN

Sub Total	\$30.95
Sales Tax	\$2.48
Services	\$0.00

Total Due \$33.43

Pay Type:
Visa \$33.43

Change Due \$0.00

CUSTOMER COPY



STORE 114 REPAIR SH. # 7042156
730 CANTON ST.
SHOP 114
OGDENSBURG, NY 13669
(315)393-4015

PAGE 2

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: OGDENSBURG, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) - [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: DONALD BEEBIE
Services Requested:
4 TIRES

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 63217
Mileage Out: 63217

Date/Time: 11/15/17 14:12:13
Estimate #: 295870
Invoice #: [REDACTED]
Key Tag:
PO Number:
Email Address: none
Fleet/Wholesale: N
Unit Number:
Est Created On: 11/14/17 17:28:31

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
------	--------	----------------------	-------------	-----	------	------	-----	-------	--------

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 17:33:57)

PAY AMT
VISA 565.08 11/15/2017

SUB TOTAL 523.96
SALES TAX 41.12
GRAND TOTAL 565.08

PAYMENT COLLECTED BY: M. AZZARONE
TECH: 008685-0.00 F. BICE

CUSTOMER COPY



STORE 114 REPAIR SH. # 7042156
730 CANTON ST.
SHOP 114
OGDENSBURG, NY 13669
(315)393-4015

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: OGDENSBURG, NY, [REDACTED]
Home Phone: [REDACTED]
Work Phone: (315) - [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: MICHAEL AZZARONE
Services Requested:
NY STATE INSPECTION

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: [REDACTED]
Color: 2 4
Engine: 2 4
Mileage In: 66505
Mileage Out: 66505

Date/Time: 12/27/17 11:32:51
Estimate #: 297479
Invoice #: [REDACTED]
Key Tag: False
PO Number:
Email Address: none
Fleet/Wholesale: N
Unit Number:
Est Created On: 12/26/17

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: Not Available Torque: Not Available									
SERVICE									
1	10	S	SAFETY INSP PASS		0	0.00	0.00	10.00	10.00
5	5W20MAXB	S	VALVOLINE MAXLIFE 5W20 (SN)		60	7.75	6.50	0.00	32.50
1	V039	S	OIL FILTER		60	7.99	7.99	7.00	14.99
1	BATCH	S	FREE BATTERY CHECK		60	0.00	0.00	0.00	0.00
1	LUBE	S	LUBE(IF POSSIBLE)		60	15.00	0.00	0.00	0.00
1	NYINSPECT	S	NY STATE INSPECTION STICKER#		60	0.00	0.00	0.00	0.00
JOB DISCOUNT:							(10.50)	0.00	(10.50)
TOTAL SERVICE:							46.99		

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are per hour based on the shop's hourly rate. All parts and materials are warranted for the period of 90 days or 4,000 miles. Please see receipt for details. All labor is based on parts required, were necessary, to perform the repairs. All parts are new unless otherwise specified (used or rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for the contents.

I certify that this vehicle has been tested and driven when needed and that the merchant's work performed satisfactorily.

Manager's Initials

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 49.95 Date: 12/27/2017 APPROVAL #: 036039 ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-8454
AID: A0000000980840 Terminal ID: 089793001

Print Name _____

Customer Signature _____

CAUTION: Owners of Mag, Custom, Alloy, or Dual wheels must have lug-nuts retorqued after 25 miles or 24 hours! The Company will gladly retorquer these lug-nuts once after the first 25 miles at no charge.

Initial: _____

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/18 17:33:54)

PAY	AMT	SUB TOTAL	46.99
VISA	49.95 12/27/2017	SALES TAX	2.96
		GRAND TOTAL	49.95

PAYMENT COLLECTED BY: M. AZZARONE
TECH: 008685-0.00 F. BICE

CUSTOMER COPY

Invoice

LUBE EXPRESS

50 Franklin St
PO Box 132
West Carthage, NY 13619
(315) 493-6720

(Reprint)
Invoice #

Page # 1
November 2, 2017
9:39:06 AM

OGDENSBURG NY
Salesperson: DEREK BURTO

Item #	Qty	Description	Price	Amount
LOF	1.00	LUBE OIL FILTER	\$30.95	\$30.95

2016 KIA SORENTO
2.4L
M10479
5/20 4.8 QTS.
62075 MILES
TECH AF

Thank you for visiting Carthage Auto
Repair And Service Center. COME AGAIN

Sub Total	\$30.95
Sales Tax	\$2.48
Services	\$0.00
Total Due	\$33.43
Pay Type:	
Visa	\$33.43
Change Due	\$0.00

SEE NEXT PAGE

PowerProtect™

GUARANTEED ASSET PROTECTION DEFICIENCY WAIVER ADDENDUM (RETAIL ONLY)

THIS IS AN AMENDMENT TO THE RETAIL INSTALLMENT SALES CONTRACT (REFERRED TO AS THE "CONTRACT") BETWEEN THE DEALER AND YOU, THE CUSTOMER, LISTED BELOW AND COVERS ONLY THE ORIGINAL CONTRACT FOR THE PURCHASE OF THE VEHICLE.

ADDENDUM NUMBER [REDACTED]

INFORMATION SCHEDULE

Dealer/Lender			Borrower		
Address			Address		
City	State	ZIP	City	State	ZIP
Phone	Fax		Phone (Home)	Phone (Evening)	

Effective Date of GAP Waiver Agreement and Loan Inception Date (must be same date)	Interest Rate	Monthly Payment	Term of Finance Contract _____ months
Lienholder/Assignee:			

VEHICLE DESCRIPTION Auto/Light Truck

Year	Make	Model	Vehicle Identification Number
------	------	-------	-------------------------------

FORM REQUESTED ☒ Financing Contract Not available for leased vehicles.	GAP Charge to Borrower \$ _____ Total amount financed _____	GAP WAIVER AGREEMENT Term in Months _____ _____ % benefit as determined by National Automobile Dealers Association (NADA)
---	--	--

IMPORTANT INFORMATION REGARDING OPTIONAL GAP. PLEASE READ.

I. KEY INFORMATION

- You might not need GAP depending on how much of a down payment (including trade-in value) You made on Your Vehicle, the term of Your Contract, the make of Vehicle and
 - You may purchase GAP only at the time You sign Your Contract to purchase the Vehicle from the Dealer.
 - It is Your responsibility to determine whether the cost for GAP is reasonable in relation to the protections it affords You and Your family. You may also wish to consult with an agent to determine whether alternative programs or products are available and at what cost.
 - In cases of Transfer of Equity (See Section III - DEFINITIONS), GAP is transferable.
 - GAP coverage may decrease over the term of the Contract.
 - GAP coverage terminates if You prepay or refinance the Contract to which this Amendment refers. You are entitled to a refund of the GAP Charge, as outlined in the CAN/US of the date of the prepayment or refinance.
 - GAP coverage terminates if You default under Your Contract, upon the expiration of any redemption period following the repossession of Your Vehicle or upon any other event of default under the Contract. Any refund due will be paid to the Lienholder. The refund may be applied by the Lienholder as a reduction of the overall amount owed under Your Contract/loan strictly to the Gap Charge.
- You are not required to purchase GAP to obtain credit or financing. Neither the extension of credit, the terms of credit, nor the terms of the related financing are affected upon the purchase of GAP. It is completely voluntary and optional.
- *Substitute for nor does it provide any insurance coverage for You or the Vehicle, such as collision, comprehensive, bodily injury, property damage or theft.
- **Deferred Payments, which are not part of the scheduled Contract payments, are considered late payments.
- ***For lost cash down payment, trade equity or finance charges after the Date of Loss.
- ****That there is no Deficiency Balance.



Driver's Village, Inc
DBA Burdick Dodge
5885 East Circle Drive, Suite 335
Cicero, New York 13039
Telephone # (315) 699-6300
Facility ID # 7100371

RECEIPT

CUSTOMER
[REDACTED]

RECEIPT #
[REDACTED]
DATE
12/02/15 14:27
AMOUNT
500.00

Payment Received:

Visa/Mc/Discover Approval Number 03388C	500.00
Total Received:	500.00

Payment Applied To: DEPOSIT--DAVIS, EMERSON

111024 : P16000189 : DP	500.00
Total Applied:	500.00



RECAP & DISCLOSURE

Customer Info

Vehicle Info

Year: 2016 Make: KIA Model: N/A
VIN: XYPG0938G [REDACTED]
Odometer: N/A

Financial Info

In accordance to our Fair Credit & Pricing Compliance Program, I understand that I am not required to purchase any of the products listed below to secure financing.

I was presented these Products

- Vehicle Service Contract
- Vehicle Maintenance Contract
- Vehicle Protection Package
 - Rust proofing
 - Fabric/Leather Protection
 - Paint Sealant

I am purchasing these Products

Vehicle Service Contract
and
Paint Sealant

By signing below I acknowledge that all products were offered and explained to me.

Customer has viewed Video Presentation, please initial. _____

Customer's Signature: [REDACTED] Date: _____

Prepared By: [REDACTED]

Presented By: [REDACTED]



DISTINCTION™

MECHANICAL FAILURE SERVICE CONTRACT

VEHICLE INFORMATION

CONTRACT NUMBER		FORM NUMBER	SERIAL NUMBER
[REDACTED]		K1100115	436001 [REDACTED]
YEAR	MAKE	MODEL	CURRENT ODOMETER READING
2016	KIA	RENTO	111

DEALER INFORMATION

SELLING DEALER			FWS DEALER #
DRIVE 2 BUY AND MORE			
DEALER ADDRESS	CITY	STATE	ZIP
6645 F STREET SE	INDIANAPOLIS	IN	46209
LIENHOLDER	ADDRESS		
KIA FINANCIAL CORPORATION	200 FIVE POINTS BLVD		

SERVICE CONTRACT HOLDER INFORMATION

FIRST NAME	LAST NAME		
[REDACTED]	[REDACTED]		
ADDRESS	CITY	STATE	ZIP
[REDACTED]	INDIANAPOLIS	IN	[REDACTED]
(AREA CODE) TELEPHONE NUMBER	EMAIL ADDRESS		
[REDACTED]	[REDACTED]		

SERVICE CONTRACT INFORMATION

TERM / MILEAGE SELECTED		COVERAGE PLAN SELECTED	
TERM	MILEAGE	POWERTRAIN (PTR)	GOLD (PUG)
YEARS	MILES		
SEE "SERVICE CONTRACT PERIOD" TO DETERMINE EXPIRATION DATE AND MILES		SILVER (PUS)	GOLD PLUS (PGP)
		PLATINUM (PNP)	
		☒	
LIGHT DUTY COMMERCIAL USE COVERAGE		DEDUCTIBLE SELECTED	
ONLY FOR VEHICLES WITH LESS THAN 35,000 MILES			
(LCU)		\$0 (ZRD)	\$100** (ZR1)
		☒	
		\$100 (Z1H)	\$250 (ZTF)
SERVICE CONTRACT PURCHASE DATE	SERVICE CONTRACT PURCHASE PRICE	** REDUCING DEDUCTIBLE - WAIVED IF REPAIRS ARE MADE AT SELLING DEALER	
12/27/14	1,000.00		

YOU UNDERSTAND THAT THE PURCHASE OF THIS SERVICE CONTRACT IS NOT REQUIRED IN ORDER TO OBTAIN FINANCING OR TO PURCHASE THIS VEHICLE, HAS A STANDARD \$100 DEDUCTIBLE AND MAY PROVIDE CERTAIN COVERAGES WHICH ALREADY MAY BE INCLUDED IN ANY APPLICABLE MANUFACTURER'S WARRANTY.

NOTICE TO SERVICE CONTRACT HOLDER: YOU are required to obtain authorization prior to beginning any repairs covered by this Service Contract except as noted in #2 of HOW TO MAKE A CLAIM. This Service Contract is subject to the ARBITRATION section contained herein. Please see STATE AMENDMENTS section for additional state provisions.

☐ Washington Residents Only: By initialing this box, YOU acknowledge YOU have reviewed with Selling Dealer the sections of this Service Contract titled: SERVICE CONTRACT PERIOD, SERVICE CONTRACT COVERAGE, MECHANICAL BREAKDOWN, VEHICLE COVERED PARTS, DEDUCTIBLE AND UNCOVERED COSTS, CANCELLATION, EXCLUSIONS FROM COVERAGE, YOUR MAKE A CLAIM, and IMPLIED WARRANTY, CONTRACTUAL LIABILITY POLICY # CL-02-091.

CUSTOMER SIGNATURE _____ DATE _____
DEALER SIGNATURE _____ DATE _____

SERVICE COMPANY AND ADMINISTRATOR:

FIDELITY WARRANTY SERVICES, INC.

P.O. BOX 8567 ▼ DEERFIELD BEACH, FL 33443 ▼ 1-866-440-1340

COPY 1 - FWS ▼ COPIES 2 & 3 - DEALER ▼ COPY 4 - LIENHOLDER ▼ COPY 5 - CUSTOMER
F-NSRV (01/15) ▼ K110 (01/15)

LZX 97501 ▼ C/S# 7846

Bill's Tire Center

1000 Patterson St #7074673

Ogdensburg, NY. 13669

Phone: 315-393-3280 Fax: 315-393-9271

INVOICE

Org. Est. # 121428

Shop ID #
7074673**Invoice from History**

Work Completed : 02/22/2018

Date: 04/09/2018

2016 Kia - Sorento L - 2.4L, In-Line4 (144CI) VIN(3)

Lic # : [REDACTED]

Odometer In : 71878

Ogdensburg, NY [REDACTED]

Home [REDACTED]

VIN # : 5XYPGDA36 GG [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext
				SCRAPE OFF OLD REGISTRATION	n/c
				oil lube and filter-SYNTHETIC BLEND	24.95
				oil lube and filter	

Org. Estimate 26.95 Revisions 0.00 Current Estimate 26.95

Labor: 24.95
Parts: 0.00SubTotal: 24.95
Tax: 2.00
Total: 26.95
Bal Due: \$0.00

[Payments - Visa - \$28.95]

Vehicle Received: 2/22/2018

Customer Number : 16585

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____

Date _____

Visit us on the web : www.bills-tirecenter.comOur Email Address: billstire@gmail.com



DRIVER'S VILLAGE
IT'S ABOUT TIME

DRIVER'S VILLAGE • 5885 EAST CIRCLE DRIVE • CICERO, NEW YORK 13039 • (315) 452-1556

VEHICLE PURCHASE AGREEMENT • NY State Facility Number 7100366													
BUYER [REDACTED]			DATE [REDACTED]			HOME PHONE [REDACTED]							
STREET [REDACTED]			CELL PHONE [REDACTED]			BUSINESS PHONE [REDACTED]							
CITY [REDACTED]			STATE NY			ZIP [REDACTED]			FAX NUMBER [REDACTED]				
CO-BUYER [REDACTED]			CUSTOMER E-MAIL ADDRESS: [REDACTED]										
I AGREE TO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON BOTH SIDES OF THIS AGREEMENT, THE FOLLOWING VEHICLE:					SALES MANAGER [REDACTED]		DELIVERY COORDINATOR [REDACTED]		SALESPERSON [REDACTED]				
☒ NEW	YEAR	MAKE	MODEL	BODY	COLOR	V.I.N.		STOCK NO.					
☐ USED	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]					
☐ DEMO													
INSP#		MILES		DATE		TOTAL SELLING PRICE		\$					
(PURCHASE) ODOMETER MILEAGE STATEMENT <i>(Federal regulations require you state the odometer mileage upon transfer of ownership. An inaccurate or untruthful statement may make you liable for damages to your transferee, for attorney fees, and for civil or criminal penalties, pursuant to sections 409, 412, and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-513, as amended by Pub. L. 94-364).)</i> I, [REDACTED] state that the odometer on the vehicle described below now reads [REDACTED] miles/kilometers. (Check one box only) ☐ I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage of the vehicle described below. ☐ I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of designed mechanical odometer limit of 99,999 miles/kilometers of the vehicle described below. ☐ I hereby certify that to the best of my knowledge the odometer reading as stated above is NOT the actual mileage of vehicle described below, and should not be relied upon.						\$		\$					
						MINUS TRADE-IN ALLOWANCE		-		\$		\$	
						NET DIFFERENCE		=		\$		\$	
						N.Y.S. SALES TAX COUNTY [REDACTED]		+		\$		\$	
						DEALER FEE*		+		\$		\$	
						PLUS N.Y.S. INSPECTION		+		\$		\$	
						TOTAL PRICE OF VEHICLE (INC. TAX)		=		\$		\$	
						PAY OFF		+		\$		\$	
						MISC.		+		\$		\$	
						TOTAL AMOUNT DUE		=		\$		\$	
REGISTRATION (ESTIMATE) **		+		\$		\$							
RECONCILIATION													
REBATE		-		\$		\$		\$					
REBATE		-		\$		\$		\$					
CASH DEPOSIT		-		\$		\$		\$					
CASH ON DELIVERY		-		\$		\$		\$					
AMOUNT FINANCED/TOTAL BALANCE DUE		=		\$		\$		\$					
LIENHOLDER: [REDACTED]						TERM: [REDACTED] MONTHS							
CONSUMER INFORMATION													
*Estimated Delivery Date [REDACTED] / Place of Delivery [REDACTED] If the new motor vehicle has not been delivered in accordance with this contract within 30 days following the estimated delivery date, the consumer has the right to cancel the contract and to receive a full refund, unless the delay in delivery is attributable to the consumer.													
PRIOR USE CERTIFICATION (REQUIRED BY VEHICLE AND TRAFFIC LAW 417-A IF PRINCIPAL PRIOR USE OF THE VEHICLE WERE AS A POLICE VEHICLE, TAXICAB, DRIVER EDUCATION VEHICLE OR RENTAL VEHICLE). THE PRINCIPAL PRIOR USE OF THIS VEHICLE WAS: A POLICE VEHICLE ☐ , A TAXICAB ☐ , A DRIVER EDUCATION VEHICLE ☐ OR A RENTAL VEHICLE ☐													
**The amount indicated on this sales contract or lease agreement for registration and title fees is an estimate. In some instances, it may exceed the actual fees due the Commissioner of Motor Vehicles. The dealer will automatically, and within sixty days of securing such registration and title, refund any amount overpaid for such fees. Customer Initials [REDACTED] Date [REDACTED]													
* THE OPTIONAL DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OF DEPARTMENT OF MOTOR VEHICLE FEE, UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBERED PLATES. YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE OFFICE													
IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "Z" (TRUTH IN LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.													
IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, THE DEALER CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE PUBLIC HIGHWAY AT THE TIME OF DELIVERY.													
CONTRACTUAL DISCLOSURE FOR USED VEHICLE ONLY													
"THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT, INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE."													
THE TRADE-IN													
VIN# [REDACTED]		MILEAGE [REDACTED]											
YEAR	MAKE	MODEL	BODY	COLOR	CYL	TRANS							
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]							
BANK HOLDING LIEN		PLATE NO.		EXP. DATE									
[REDACTED]		[REDACTED]		[REDACTED]									
BANK ADDRESS [REDACTED]		BANK PHONE [REDACTED]											
LIEN ACCT# [REDACTED]		CLOSE OUT [REDACTED]											
GOOD UNTIL [REDACTED]		VERIFIED BY [REDACTED]		DATE [REDACTED]									
I HEREBY STATE THAT THERE ARE NO LIENS OR ENCUMBRANCES ON THE VEHICLE THAT I AM TRADING, OTHER THAN THOSE STATED ABOVE AND THAT THE VEHICLE I AM TRADING DOES NOT HAVE A SALVAGE, FLOOD OR TITLE													
DATE [REDACTED]		BUYERS SIGNATURE [REDACTED]											
I HAVE READ		STATEMENT AND ACCEPT THEM AS STATED.											
BUYERS SIGNATURE [REDACTED]		DATE [REDACTED]											
CO-BUYER'S SIGNATURE [REDACTED]		DATE [REDACTED]											
APPROVED BY SELLER [REDACTED]		DATE [REDACTED]											
SEE OTHER SIDE FOR ADDITIONAL TERMS													
THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER.													

White - Office

Yellow - Customer

Pink - New Car Folder

Goldenrod - Used Car Folder

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Account Number

20151204335172 [Add an Account](#)

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Payoff Quote Results

VIN #

5XYPGDA36G0 [REDACTED]

Vehicle Description

2016 KIA SORENTO

Current Amount Due

\$561.72

Payoff Amount

\$21,345.36

Per Diem

\$0.00

Payoff Quote Good Through

04/29/2018

Payoff Information

PAYOFF ADDRESS

Make Check Payable to: "Kia Motors Finance" and mail to:

Regular Mail:
Kia Motors Finance
P.O. Box 650805
Dallas, TX 75265-0805Overnight Mail:
Kia Motors Finance
Box 650805
1501 North Plano Rd., Suite 100
Richardson, TX 75081***Payoff Information**

1 Account balances, payments and other amounts due or paid appearing on this website assume that all payments posted to your account were made with good funds, were valid and were not applied to your account in error. Account balances may not include amounts you may owe for expenses incurred but not yet billed to your account.

YOUR DEALERBURDICK KIA
5805 E. CIRCLE DRIVE
CICERO, NY, 13039
Phone: 315-452-1800
Fax: 315-455-3094
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ATTORNEY GENERAL BARBARA D. UNDERWOOD

State of New York

Office of the Attorney General

Bureau of Consumer Frauds and Protection

317 Washington Street • Watertown, NY 13601

(315) 523-6080

File Number: [REDACTED]

Staff: Sharnette Grant

RESPONSE FORM

Name of Consumer: [REDACTED]

Legal Name of Company: _____

Executive Office Address: _____

If a Corporation, Names of President and General Manager: _____

If a Partnership, Names of Partners: _____

If a Sole Proprietorship, Name of Owner: _____

Name, Address and Telephone Number of person to contact for additional information:

RESPONSE TO COMPLAINT:

(Enclose copies of documents in support of your position. Use additional pages if necessary.)

In order to resolve this matter, we offer to:

I understand that any false statements made on this form are punishable as a Class A Misdemeanor under §175.30 and/or §210.45 of the Penal Law.

Name: _____ Title: _____

Signature: _____ Date: _____

A COPY OF THIS REPLY WILL BE SENT TO THE CONSUMER

