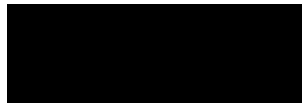


PE19-004
KIA
6/28/2019
DEFECT A
CA FILES
SORENTO





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: Davis

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. [REDACTED]. 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

[REDACTED]



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. [REDACTED]. 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

[REDACTED]

CARTHAGE

NY

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 *

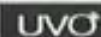
MV-999 (1/11)

DEPARTMENT OF MOTOR VEHICLES



Finance

HOME | VISIT KIA.COM



Search

Welcome [REDACTED]
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 KIA
5885 E. ORACLE DRIVE
CICERO, NY 13039

Phone: 315-452-1800

Fax: 315-455-0094

[Visit dealer website](#)

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 75285-0805Overnight 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.



DRIVER'S VILLAGE
IT'S ABOUT TIME.

DRIVER'S VILLAGE • 5885 EAST CIRCLE DRIVE • CINCINNATI, OHIO 45215 • (513) 452-1556

VEHICLE PURCHASE AGREEMENT • NY State Facility Number 7100366

BUYER: [REDACTED] DATE: 12/03/15 HOME PHONE: [REDACTED]
STREET: [REDACTED] CELL PHONE: [REDACTED] BUSINESS PHONE: [REDACTED]
CITY: CARTHAGE 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:

NEW ☐	YEAR	MAKE	MODEL	BODY	COLOR	SALES MANAGER [REDACTED]	DELIVERY COORDINATOR [REDACTED]	SALESPERSON HOUSE DEPT
USED ☒	2015	KIA	SORENTO	4DR RT	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

INSP# [REDACTED] MILES [REDACTED] DATE 12/03/15

(PURCHASE) ODOMETER MILEAGE STATEMENT

(Federal regulations require you state the odometer mileage upon transfer of ownership. An inaccurate or dishonest statement may make you liable for damages to your transferee, for attorney fees, and for civil or criminal penalties, pursuant to sections 408, 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, [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.

MAKE	MODEL	BODY TYPE	VEHICLE IDENTIFICATION NUMBER	YEAR
KIA	SORENTO	4DR RT	[REDACTED]	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 [REDACTED] miles/kilometers.

CONSUMER INFORMATION

Estimated Delivery Date: 12/02/15. Payment Due: CASH. The new motor vehicle has not been delivered in accordance with its 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 dealer can prove to the satisfaction of the consumer.

PRICING INFORMATION (REQUIRED BY VEHICLE AND TRAFFIC LAW 417-A). THE PRINCIPAL PRICE OF THE VEHICLE WERE AS A POLICE VEHICLE, TAXICAB, DRIVER EDUCATION VEHICLE OR OTHER VEHICLE. THE PRINCIPAL PRICE OF THIS VEHICLE WAS A POLICE VEHICLE. A TAXICAB. A DRIVER EDUCATION VEHICLE. OR A RENTAL VEHICLE.

**The amount indicated on the sales contract or lease agreement for registration and title fees is an estimate. In some instances, it may exceed the actual fees due the County or other Motor Vehicle Department automatically and without duty of keeping such registration and title, refund any amount overpaid on such fees.

Customer Initials: [REDACTED] Date: 12/03/15

THE OPTIONAL DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLE FEE, UNLESS A FEE IS BEING RECORDED ON THE DEALER'S SALES NUMBERED PLATE. 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 OFFER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION 17.17 (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 DEPOSITS WILL BE REFUNDED.

IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, THE DEALER CERTIFIES THAT THE MOTOR VEHICLE IS IN CONDITION AND READY TO BE DRIVEN UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE FIRST REGISTRATION AT THE TIME OF DELIVERY.

CONTINUING 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 [REDACTED]	DELIVERY COORDINATOR [REDACTED]	SALESPERSON HOUSE DEPT
VIN: [REDACTED] STOCK NO: [REDACTED]		
TOTAL SELLING PRICE		\$ [REDACTED]
Service Contract		\$ [REDACTED]
MINUS TRADE-IN ALLOWANCE		\$ [REDACTED]
NET DIFFERENCE		\$ [REDACTED]
NYS SALES TAX COUNTY 7.25		\$ [REDACTED]
DEALER FEE		\$ [REDACTED]
PLUS NYS INSPECTION		\$ [REDACTED]
TOTAL PRICE OF VEHICLE (INC. TAX)		\$ [REDACTED]
PAYOFF		\$ [REDACTED]
MISC		\$ [REDACTED]
TOTAL AMOUNT DUE		\$ [REDACTED]
ACQUISITION (ESTIMATE) **		\$ [REDACTED]
RECONCILIATION		
REBATE		\$ [REDACTED]
REBATE		\$ [REDACTED]
CASH DEFER		\$ [REDACTED]
CASH ON DELIVERY		\$ [REDACTED]
AMOUNT FINANCED/TOTAL BALANCE DUE		\$ [REDACTED]
FINANCER: KIA MOTOR FINANCE		TERM: 66 MONTHS

THE TRADE-IN

YEAR	MAKE	MODEL	BODY	COLOR	CVL	TRANS
2015	KIA	SORENTO	4DR RT	[REDACTED]	[REDACTED]	[REDACTED]

BANK HOLDING LIFE: [REDACTED] PLATE NO: [REDACTED] EXPIRATION: [REDACTED]

COMMUNITY BANK

BANK ADDRESS	BANK PHONE
3152 NYS RT 412 OCEAN, NY 11550	(866) 298-3810

IF YOU STATE THAT THERE ARE NO LOANS 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 A NON-USA STD TITLE.

DATE: [REDACTED] BUYER'S SIGNATURE: [REDACTED]

DATE: [REDACTED] CO-BUYER'S SIGNATURE: [REDACTED]

DATE: [REDACTED] APPROVED BY SELLER: [REDACTED]

DATE: [REDACTED]

DATE: [REDACTED]

DATE: [REDACTED]

DATE: [REDACTED]

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

White - Other

Yellow - Customer

Pink - New Car Folder

Goldenrod - Used Car Folder



RECAP & DISCLOSURE

Customer Info

[REDACTED]
[REDACTED]
[REDACTED]
CARTHAGE NY [REDACTED]

Vehicle Info

Year: 2016 Make: KIA Model: SORENTO
VIN: XYP6DA36G0 [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
YAREF+1P FULL PKG ENV

5/10.72

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: STAZZA, DEBBIE

Presented By: [REDACTED]



DISTINCTION™

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

CONTRACT NUMBER [REDACTED]	FORM NUMBER [REDACTED]	SERIAL NUMBER 5XYP60145612	[REDACTED]
YEAR 2016	MAKE KIA	MODEL SORENTO	CURRENT ODOMETER READING N/A

DEALER INFORMATION

SELLING DEALER DRIVE-INS VILLAGE INC.			FX3DEALER #
DEALER ADDRESS 3585 E. Dunlap Dr.	CITY Greenville	STATE NY	ZIP 13633
LEASER/HOLDER BTA MOTORS FINANCIAL		ADDRESS 941 BOSTON ST.	

SERVICE CONTRACT HOLDER INFORMATION

FIRST NAME [REDACTED]	LAST NAME [REDACTED]		
ADDRESS [REDACTED]	CITY Greenville	STATE NY	ZIP [REDACTED]
(AREA CODE) TELEPHONE NUMBER [REDACTED]	EMAIL ADDRESS [REDACTED]		

SERVICE CONTRACT INFORMATION

TERM / MILEAGE SELECTED		COVERAGE PLAN SELECTED	
TERM 5 YEARS	MILEAGE 100,000 MILES	POWERTRAIN (PTR) ☐	GOLD (PUG) ☐
		SILVER (PVS) ☐	GOLD PLUS (PGP) ☐
SEE "SERVICE CONTRACT PERIOD" TO DETERMINE EXPIRATION DATE AND MILES			PLATINUM (PNP) ☒
LIGHT DUTY COMMERCIAL USE COVERAGE		DEDUCTIBLE SELECTED	
ONLY FOR VEHICLES WITH LESS THAN 35,000 MILES ☐ (LCU)		\$0 (ZRD) ☒	\$100** (ZRI) ☐
		\$100 (ZRI) ☐	\$250 (ZRP) ☐
SERVICE CONTRACT PURCHASE DATE 12/03/15	SERVICE CONTRACT PURCHASE PRICE 1,899.00	** 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.**

12/03/15

12/03/15

CUSTOMER SIGNATURE

DATE

DEALER SIGNATURE

DATE

SERVICE COMPANY AND ADMINISTRATOR:

FIDELITY WARRANTY SERVICES, INC.

P.O. BOX 8587 ▼ DEERFIELD BEACH, FL 33443 ▼ 1-888-440-1340

COPY 1 - FWS ▼ COPIES 2 & 3 - DEALER ▼ COPY 4 - LEASER/HOLDER ▼ COPY 5 - CUSTOMER
FWSHV (01/15) ▼ K110 (01/15)

LX 97531 ▼ CJS 7846

**GUARANTEED ASSET PROTECTION
DEFICIENCY WAIVER ADDENDUM (RETAIL ONLY)**

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

☒ Financing Contract
Not available for leased vehicles

IMPORTANT INFORMATION REGARDING OPTIONAL GAP. PLEASE READ.

Depending on how much of a down payment (including trade-in value) You made on this vehicle, You may be eligible for an optional GAP (Guaranteed Asset Protection) insurance policy. This policy is available for purchase at the time of purchase. 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 at what cost.

- ### 1. KEY INFORMATION

IMPORTANT INFORMATION REGARDING YOUR CONTRACT

I. KEY INFORMATION

1. You might not need GAP depending on how much of a down payment (including trade-in value) You make.
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.
4. In cases of transfer of Equity (See Section III - DEFINITIONS), GAP is transferable.
5. GAP coverage may decrease over the term of the Contract.
6. 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 CANCELS.

as of the date of the prepayment or refinance. You are entitled to a refund of the GAP Charge, as outlined in the CANCELS.

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 Your Contract.

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 to obtain credit or financing. Neither the extension of credit, the terms of credit, nor the terms of the related mortgage are affected by the purchase of GAP. It is completely voluntary 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.

substitute for nor does it provide any insurance coverage for You or the Vehicle, such as collision, comprehensive, bodily injury, property damage or theft.

that there is no Deficiency Balance.

12/01

with the Dealer is amended by adding the following and subject to the provisions of the above determines that the Vehicle is a Total Loss, then You will be responsible for the cost of Loss, of 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 # [REDACTED]

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: DEPOSIT-- [REDACTED]
[REDACTED]: DP

500.00
Total Applied:
500.00



STORE 394 REPAIR SHOP# [REDACTED]
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: [REDACTED]
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA38GG [REDACTED]
Color: [REDACTED]
Engine: 2.4
Mileage In: 47B4
Mileage Out: 47B4

Date/Time: 01/28/16 11:41:11
Estimate #: [REDACTED]
Invoice #: [REDACTED]
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number: [REDACTED]
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: 65-90									
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-HP	C	NOT PERFORMED	60		0.00	0.00	0.00	0.00
			JOB DISCOUNT				(16.92)	(1.08)	(16.00)
			TOTAL SERVICE.	64.99					

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are based on the rate manual, and not actual time spent. Unless otherwise specified, all parts and labor are warranted for one year or 100,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts not shown unless otherwise specified are used or replaced. All personal items should be removed from the vehicle before work. We are not responsible for theft or damage to items left in the vehicle.

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

Handwritten Initials

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

These parts were declined by the customer:

1	BI	S	INSPECT BRAKES			0.00	0.00	0.00	0.00
Subtotal of declined parts (tax not included):							0.00	.00	0.00

The undersigned acknowledges that this invoice is for services rendered by Monroe Muffler Brake & Service and not for parts or materials (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 recovery costs, in the event that, for any reason, payment is not received by Monroe Muffler Brake & Service. An expressed reservation of lien is asserted against the above vehicle to secure the cost of repairs made, including any parts used during such repair.

PAY TYPE: VISA TO *9 Date: 1/28/2016 APPROVAL # [REDACTED] ENTRY
CREDIT CARD # XXXX XXXX-XXXX [REDACTED]

Print Name

Customer Signature

CAUTION: Owners of Mfg, 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 Dispatch (REC), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 04/09/16 09:26:17)

PAY	AMT	SUB TOTAL	64.99
VISA	7C 19 1/28/2016	SALES TAX	5.20
TECH 074377-0.00	E SCHUERFELD	GRAND TOTAL	70.19

CUSTOMER COPY



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

PAGE 1

DATE
TIME
ESTIMATE
INVOICE
KEY TAG
PO NUMBER
EMAIL ADDRESS
FLEET/WHOLESALE
UNIT NUMBER
EST. CREATED ON

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]
Fax Email #: [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: 30699
Mileage Out: 30699

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

NY STATE INSPECTION LUB & ROTATE TIRES CK AIR FILTER, MAX

NOTICE TO CUSTOMERS

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	D		0.00	0.00	10.00	10.00
5	5470MAXX	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	IS1	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00
1	LUBE	S	LUBE (IF POSSIBLE); JOB DISCOUNT	60		15.00	0.00	0.00	0.00
TOTAL SERVICE				39.99			(12.33)	15.17	(17.50)

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY. THIS IS A SUMMARY OF THE POLICIES AND PROCEDURES OF MONRO MUFFLER/BRAKE & SERVICE. THESE POLICIES AND PROCEDURES ARE SUBJECT TO CHANGE WITHOUT NOTICE. THE CUSTOMER'S SIGNATURE ON THIS INVOICE INDICATES THAT THE CUSTOMER HAS READ AND UNDERSTANDS THESE POLICIES AND PROCEDURES. THE CUSTOMER'S SIGNATURE ALSO INDICATES THAT THE CUSTOMER AGREES TO THE TERMS AND CONDITIONS OF THIS INVOICE. THE CUSTOMER'S SIGNATURE ALSO INDICATES THAT THE CUSTOMER AGREES TO THE TERMS AND CONDITIONS OF THIS INVOICE. THE CUSTOMER'S SIGNATURE ALSO INDICATES THAT THE CUSTOMER AGREES TO THE TERMS AND CONDITIONS OF THIS INVOICE.

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Manager's Initials

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

PAY TYPE: VISA 42 63 Date: 12/20/2016 APPROVAL # [REDACTED] ENTRY SW: PE
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, Alloy, or Oval 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 us when for Diagnosis (DR), Warranty (WARR), and Location (LOC) codes.

THIS IS A HISTORY REPRINT NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted 04-09-16 17:34:20)

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 567162-000 J. COCHRAN

CUSTOMER COPY



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

PAGE 1

Customer ID: 0304020222
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip/Postal Code: CARTHAGE, NY [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPG0A36G [REDACTED]
Color: RED
Engine: 2.4
Mileage In: 39212
Mileage Out: 39213

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

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	3W20MAXB	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	TIRE ROTATE	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 our vehicles are under a limited warranty. For more information, please visit our website at www.monro.com. All parts and labor are warranted for the number of years or miles, whichever comes first. Please see our website for details. All parts and labor are warranted for the number of years or miles, whichever comes first. Please see our website for details. All parts and labor are warranted for the number of years or miles, whichever comes first. Please see our website for details.

I certify that this vehicle has been tested and found to be in good condition and that the information above was determined satisfactorily.

Manager's Initials: _____

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

PAY TYPE: VISA 3/7/19 Date: 3/21/2017 APPROVAL # [REDACTED] ENTRY CHIP
CREDIT CARD # XXXX-XXXX-XXXX-XXXX
AID [REDACTED] Exp: 01/17-12/17

The undersigned acknowledges that this vehicle is for personal use only and is not to be used for commercial purposes. The undersigned acknowledges that this vehicle is for personal use only and is not to be used for commercial purposes. The undersigned acknowledges that this vehicle is for personal use only and is not to be used for commercial purposes. The undersigned acknowledges that this vehicle is for personal use only and is not to be used for commercial purposes.

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 09:25:37)

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

SLB 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

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# [REDACTED]
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]
Fax 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 #: [REDACTED]
Invoice #: [REDACTED]
Key Tag: [REDACTED]
PO Number: [REDACTED]
Email Address: none
Fees/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 000685-0 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 #

Invoice from History

Work Completed : 02/22/2018 Date: 04/08/2018

2016 Kia - Sorento L - 2.4L In-Line4 (144CI) VIN(3)

Lic # Odometer In . 71878

Ogdensburg, NY

Home

VIN # : 5XYPGDA36 GG

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 28.95 Revisions 0.00 Current Estimate 28.95

Labor:	24.95
Parts:	0.00

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

(Payment - 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 of 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 year 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 bills-tire@gmail.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	5XYPGDA39K [REDACTED]
License No.		Odometer Reading		Color	Interior/Trim
				PLATINUM	BLACK

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 #: [REDACTED]
----------------------	----------------------------

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

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

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

=====

	Date	Date
STROUPJ	[REDACTED] 7-2-18	
BRAD HOLT		MICHELE CAMERON

[REDACTED]

7/02/18
15:43:14

Kia Motors America
Vehicle Repurchase Information I

VILLELAG

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

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?: 5XYPGDA39KG [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

Date ACV Recovery Chk/Crd Rcvd: / /00

Vendor Claim:

Date Closed Region:

Date Closed National:

7/02/18

Kia Motors America

VILLELAG

15:43:14

Vehicle Repurchase Information II

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

Date Avail for Sale: /00/00

Floor Amt to Book Value: %

Gross Sales Price: \$

Owner State?: NY

Title Branding Required: (Y/N) Y

Book Value (WBV) \$

Floor Amount (Auct) \$

Actual Sold Date: /00/00

Grss Sls Prc to Bk Value: %

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

Kia Motors America

VILLELAG

15:43:14

Vehicle Repurchase Question/Answer I

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

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

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

Mileage \$

(7B) DEDUCTIONS

Other

DESCRIPTION

DEDUCT

DESCRIPTION

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

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# 5XYPGDA39K [REDACTED]

Dealer Cost (Inv) \$ 31,142.00

Dealer Admin Fee \$ 944.00

Sales Tax \$

Other ADD

DESCRIPTIONS

License/State Fees \$ 222.50

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

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

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 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

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 <u>12/03/15</u>		HOME PHONE [REDACTED]	
STREET [REDACTED]		CELL PHONE <u>116</u>		BUSINESS PHONE <u>116</u>	
CITY <u>Cicero</u>		STATE <u>NY</u>		ZIP [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 <u>PROF. CT. CHASE</u>		DELIVERY COORDINATOR		SALESPERSON <u>HOUSE DEAL</u>	
☒ NEW	YEAR	MAKE	MODEL	BODY	COLOR	VIN		STOCK NO.	
☐ USED	<u>2015</u>	<u>FIAT</u>	<u>50RENTO</u>	<u>4DR 4DR</u>	<u>RD</u>	<u>SYNPOB0366</u>		[REDACTED]	
☐ DEMO									

INSP#	MILES	DATE	TOTAL SELLING PRICE	\$	\$
		<u>12/03/15</u>	<u>Service Contract</u>		\$ <u>1,099.00</u>
(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 400, 412, and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-613, as amended by Pub. L. 94-364).					
I, <u>DRIVER'S VILLAGE, INC</u> state that the odometer on the vehicle described below now reads <u>1111</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 <u>FIAT</u>	MODEL <u>50RENTO</u>	BODY TYPE <u>4DR 4DR</u>
VEHICLE IDENTIFICATION NUMBER <u>SYNPOB0366</u>		YEAR <u>2015</u>

(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 <u>12/03/15</u> / Place of Delivery <u>Cicero</u>				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 <u>12/03/15</u>					

* 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.							

THE TRADE-IN							
VIN# <u>KNRKA063E</u>		MILEAGE <u>1111</u>					
YEAR	MAKE	MODEL	BODY	COLOR	CYL	TRANS	
<u>2014</u>	<u>FIAT</u>	<u>FORTE</u>	<u>4DR</u>	<u>RD</u>			
BANK HOLDING LIEN		PLATE NO.		EXP. DATE			
[REDACTED]		[REDACTED]		[REDACTED]			
BANK ADDRESS		BANK PHONE					
[REDACTED]		[REDACTED]					
LIEN ACCT# <u>KNRKA063E</u>		CLOSE OUT		<u>11,269.70</u>			
GOOD UNTIL <u>12/12/15</u>		VERIFIED BY		DATE <u>12/03/15</u>			
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 A NON U.S.A. TITLE.							
DATE <u>12/03/15</u>		BUYERS SIGNATURE [REDACTED]					
I HAVE READ THE TERMS ON BOTH SIDES OF THIS AGREEMENT AND ACCEPT THEM AS STATED.							
BUYERS SIGNATURE		DATE <u>12/03/15</u>					
CO-BUYER'S SIGNATURE		DATE <u>12/03/15</u>					
APPROVED BY SELLER		DATE <u>12/03/15</u>					

SEE OTHER SIDE FOR ADDITIONAL TERMS

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE [REDACTED] BUYER.



Vehicle Info

600 S WASHINGTON ST G3
CHICAGO IL 60605

Year: 2016 Make: KIA Model: SOUL 2.0
VIN: KXPGBA36G6 [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.

not required to purchase any of the products listed below to secure financing.
 MSRP Price: \$31065.66 Bag. Payment With No Options: \$511.19
 per month

I was presented these Products

I am purchasing these Products

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

Vehicle Service Contract
706-FIP FIRA PRG ENV

02001.12

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

Customer has viewed Video Presentation, please initial. _____

Customer's Signature _____ Date: 12/01/2015

Prepared By: 0720, DEBBIE

Presented By: _____



DISTINCTION™

MECHANICAL FAILURE SERVICE CONTRACT

VEHICLE INFORMATION

CONTRACT NO. J000	FORM NUMBER [REDACTED]	SERIAL NUMBER [REDACTED]	CURRENT ODOMETER READING [REDACTED]
YEAR 2016	MAKE KIA	MODEL LAURENTO	

DEALER INFORMATION

SELLING DEALER DRIVER'S VILLAGE INC.			PWS DEALER #
DEALER ADDRESS 5685 E Circle Dr	CITY Lynch	STATE NY	ZIP 13023
LIENHOLDER KIA FINANCIAL	ADDRESS P.O. BOX 10522		

SERVICE CONTRACT HOLDER INFORMATION

FIRST NAME [REDACTED]	LAST NAME [REDACTED]
ADDRESS [REDACTED]	CITY CORNING
	STATE NY
	ZIP [REDACTED]
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 (PUB) ☐	GOLD PLUS (POP) ☐
			PLATINUM (PNP) ☒
LIGHT DUTY COMMERCIAL USE COVERAGE		DEDUCTIBLE SELECTED	
ONLY FOR VEHICLES WITH LESS THAN 36,000 MILES		\$0 (ZRD) ☒	\$100** (ZRI) ☐
☐ (LCU)		\$100 (ZIH) ☐	\$250 (ZTF) ☐
SERVICE CONTRACT PURCHASE DATE 12/03/15	SERVICE CONTRACT PURCHASE PRICE 1,857.00	** 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 8667 ▼ DEERFIELD BEACH, FL 33443 ▼ 1-866-440-1340

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

F-NDRV (01/15) ▼ K110 (01/15)

▼ C/S# 7846

PowerProtect™

ADDENDUM NUMBER:

☒ Financing Contract
Not available for leased vehicles.

IMPORTANT INFORMATION REGARDING OPTIONAL GAP. PLEASE READ.

OPTIONAL GAP INFORMATION - GAP depending on how much of a down payment (including trade-in value) You made on the vehicle. Since 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. If You do not want to pay for GAP, You may decline the offer. If You do not want to pay for GAP, You may decline the offer. If You do not want to pay for GAP, You may decline the offer.

[illegible]

of Loss, or any Val[redacted] ss 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 #
DATE
[REDACTED]
12/02/15 14:27
AMOUNT
500.00

Payment Received:

Visa/Mc/Discover Approval Number [REDACTED]

Total Received: 500.00

Payment Applied To: DEPOSIT-- [REDACTED]

[REDACTED] : DP

Total Applied: 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	\$ 75.00
+ 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



MY ACCOUNT



PAYMENTS



BUY OR LEASE



LEASE-END



OFFERS



FINANCE TOOLS

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 #

5XYPGDA38GC [REDACTED]

Vehicle Description

2016 KIA SORENTO

Current Amount Due

\$561.72

Payoff Amount

\$21,345.36

Per Diem

\$0.00

Payoff Quote Good Through

04/20/2018

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**

† 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
5885 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 5XYPGDA36GC [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.

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	5XYPGDA39KG	[REDACTED]
License No.		Odometer Reading		Color	Interior/Trim	Key Number
				PLATINUM	BLACK	[REDACTED]

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: [REDACTED]
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA35G [REDACTED]
Color: [REDACTED]
Engine: 2.4
Mileage In: 4784

Date/Time: 01/28/16 11:41:11
Estimate #: [REDACTED]
Invoice #: [REDACTED]
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number: [REDACTED]
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 .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 merchant'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 # [REDACTED] ENTRY:
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]

Print Name

Customer Signature

CAUTION: Owners of Hag, 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: 04/09/16 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# [REDACTED]
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: [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]

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

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

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

NOTICE TO CUSTOMERS

Qty.	Part #	Sales Status Code	Description	Loc	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 85-80 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	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:							(5.00)	(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 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 #: [REDACTED] ENTRY: SWIPE
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]

The undersigned acknowledges that this invoice is for services rendered by Monroe Muffler Brake & Service and now tender 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 09:25:22)

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# [REDACTED]
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: [REDACTED]
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

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

Date/Time: 09/30/16 10:15:19
Estimate #: [REDACTED]
Invoice #: [REDACTED]
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number: [REDACTED]
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	5W200	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 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 21.59 Date: 9/30/2016 APPROVAL # [REDACTED] ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXX [REDACTED]
AID [REDACTED] Terminal ID: [REDACTED]

The undersigned acknowledges that this invoice is for services rendered by Monro Muffler Brake & Service and now remains 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 this above vehicle to secure the cost of repairs made, including any parts added 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: 04/09/16 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# [REDACTED]
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: [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 #: [REDACTED]
Invoice #: [REDACTED]
Key Tag: [REDACTED]
PO Number:
Email Address:
Fleet/Wholesale: N
Unit Number:
Est Created On: 12/20/16 17:42:13

NOTICE TO CUSTOMERS

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		

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 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. A 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 in test drive 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 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 third 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 vehicle to secure the cost of repairs made, including any parts ordered during such repair.

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

PAY TYPE: VISA 42.63 Date: 12/20/2016 APPROVAL # [REDACTED] ENTRY: SWIPE
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]

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# [REDACTED]
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: [REDACTED]
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 16
Make: KIA
Model: SORENTO
Lic No: GJD7798
VIN: 5XYPGDA36GG [REDACTED]
Color: RED
Engine: 2.4
Mileage In: 39212

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

Mileage Out: 39213

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

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/ YELLOW									
SERVICE									
5	5W20MAX8	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 matter 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 in 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 # [REDACTED] ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XX [REDACTED]
AID [REDACTED] Terminal ID: [REDACTED]

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
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STORE 114 REPAIR SHOP# [REDACTED]
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: [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 #: [REDACTED]
Invoice #: [REDACTED]
Key Tag: False
PO Number:
Email Address:
Fleet/Wholesale: N
Unit Number:
Est Created On: 07/21/17

NOTICE TO CUSTOMERS

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					

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 period of 90 days or 4,500 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 # [REDACTED] ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XX [REDACTED]
AID: [REDACTED] Terminal ID: [REDACTED]

The undersigned acknowledges that this invoice is for services rendered by Monroe Muffler Brake & Service and now tender 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 17:33:50)

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# [REDACTED]
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: [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: DONALD BEEBIE
Services Requested:
4 TIRES

Year: 16
Make: KIA
Model: SORENTO
Lic No: GJD7798
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 63217
Mileage Out: 63217

Date/Time: 11/15/17 14:12:13
Estimate #: [REDACTED]
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

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:						
			gsg4117						
			gsg4117						
			gsg4117						
			gsg4117						
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	NYTREFEE	S	WASTE TIRE	A	0	2.50	2.50	0.00	10.00
			MANAGEMENT FEE						
			(NY State Required)						
			TOTAL TIRE:			523.96			

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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

The undersigned acknowledges that this invoice is for services rendered by Monroe Muffler Brake & Service, LLC, 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 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

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

PAY TYPE: VISA 565.08 Date: 11/15/2017 APPROVAL # [REDACTED] ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XX [REDACTED]
AID [REDACTED] Terminal ID [REDACTED]

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 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
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 #: [REDACTED]
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# [REDACTED]
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: [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 #: [REDACTED]
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 priced or based on flat rate amounts, and are 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 the repair. 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 test driven when needed and that the mechanic's work has been performed satisfactorily.

Manager's Initials

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.

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

PAY TYPE: VISA 49.95 Date: 12/27/2017 APPROVAL # [REDACTED] ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX-XXXX
AID: [REDACTED] Terminal ID: [REDACTED]

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.

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PAY AMT
VISA 49.95 12/27/2017

SUB TOTAL 46.99
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 [REDACTED]
Ogdensburg, NY 13669
Phone: 315-393-3280 Fax: 315-393-9271

INVOICE

Org. Est. # 121428

Shop ID # [REDACTED]

Invoice from History

Work Completed : 02/22/2018

Date: 04/09/2018

Ogdensburg, NY [REDACTED]

Home [REDACTED]

2016 Kia - Sorento L - 2.4L, In-Line4 (144CI) VIN(3)

Lic # [REDACTED]

Odometer In : 71878

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:	0.00
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

WKR090 [REDACTED]
WKR116 VILLELAG

KIA MOTORS AMERICA
Campaign List by VIN

7/02/2018
15:57:25

Vehicle I.D : 5XYPGDA36GG [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			

Bottom

C=Close D=Remove F3=Exit



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: 5XYPGDA36G0 [REDACTED]

Mileage: 72,000

Status: Open

Year: 2016

Model: SORENTO LX AWD AUTO

Priority: Standard

Severity: Low

Call Source: Phone - English

Owner: 1-EY-1179

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. Analyzing

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 trv 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 recvd 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 5XYPGDA39K [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. [REDACTED]

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?	[REDACTED] 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

[REDACTED]



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

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

CONSUMER AFFAIRS

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,

[REDACTED]
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.)

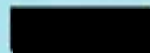
In order to resolve this matter, we offer to:

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: [REDACTED]

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 [REDACTED] son was driving our [REDACTED] 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)?

[REDACTED]

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 SHOP#
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: [REDACTED]
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]
Services Requested:
LOF & ROTATE TIRES, CK. AIR FILTER, SYNPOWER

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 #: [REDACTED]
Invoice #: [REDACTED]
Key Tag: [REDACTED]
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: [REDACTED]
Unit Number: [REDACTED]
Est Created On: 01/26/16

Qty	Part #	Sales Status	Description	Log	Warr	List	Net	Labor	Amount
Tire Inflation: FRONT: 34 REAR: 34 Torque: 65-80									
SERVICE									
	5W20SYN	S	5W20 VALV SYNPOWER						
	VO39	S	OIL FILTER	60		14.00	14.00	0.00	
	TIREROTATE	S	TIRE ROTATION	60		7.99	7.99	5.00	70.00
	LUBE	S	LUBE(IF POSSIBLE)	60		0.00	0.00	0.00	12.99
	BATCK	S	FREE BATTERY CHECK	60		15.00	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:	60		0.00	0.00	0.00	0.00
			TOTAL SERVICE:				(16.92)	(1.08)	(18.00)
				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 balance 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.

Customer Wishes To Discard Old Parts ***

Parts were declined by the customer:
BI S INSPECT BRAKES
Total of declined parts (tax not included):

0.00 0.00 0.00 0.00

TYPE: VISA 70.19 Date: 1/28/2016 APPROVAL # [REDACTED]
IT CARD #: XXXX-XXXX-XXXX [REDACTED] ENTRY:

Manager's Initials

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 receipt of this invoice 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!
AMT 70.19 1/28/2016
4377-0.00 E. SCHUERFELD

SUB TOTAL 64.99
SALES TAX 5.20
GRAND TOTAL 70.19

(Reprinted: 04/09/18 09:25:17)

CUSTOMER COPY



STORE 394 REPAIR SHOP# [REDACTED]
 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: [REDACTED]
 Other Phone: [REDACTED]
 Tax Exempt #: [REDACTED]

Year: 16
 Make: KIA
 Model: SORENTO
 Lic No: [REDACTED]
 VIN: 5XYPGDA36G [REDACTED]
 Color: [REDACTED]
 Engine: 2.4
 Mileage In: 15862
 Mileage Out: 15862

Date/Time: 06/16/16 14:12:38
 Estimate #: [REDACTED]
 Invoice #: [REDACTED]
 Key Tag: False
 PO Number: [REDACTED]
 Email Address: [REDACTED]
 Fleet/Wholesale: N
 Unit Number: [REDACTED]
 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	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	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 gross 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 4,000 miles. Please see service for details. All labor performed and parts replaced were necessary to perform on request. All parts are new unless otherwise specified (e.g. 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 # [REDACTED] ENTRY: SWIPE
 CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]

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 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 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: 04/09/16 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# [REDACTED]
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: [REDACTED]
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36G0 [REDACTED]
Color: [REDACTED]
Engine: 2.4
Mileage In: 25094
Mileage Out: 25095

Date/Time: 09/30/16 10:15:19
Estimate #: [REDACTED]
Invoice #: [REDACTED]
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number: [REDACTED]
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 greater 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 4,000 miles. Please see receipt for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise indicated (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 was inspected 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 #: [REDACTED] ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XX [REDACTED]
AID [REDACTED] Terminal ID [REDACTED]

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 09:25:27)

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

CUSTOMER COPY



STORE 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: [REDACTED]
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA3B0C [REDACTED]
Color: RED
Engine: 2.4
Mileage In: 39212
Mileage Out: 39213

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

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 matter 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 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 37.79 Date: 3/21/2017 APPROVAL # [REDACTED] ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]
AID: [REDACTED] Terminal ID [REDACTED]

The undersigned acknowledges that this invoice is for services rendered by Monro Muffler Brake & Service and now renders payment (cash or 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 added 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	SUB TOTAL	34.99
VISA	37.79 3/21/2017	SALES TAX	2.80
TECH: 074377-0 00	E SCHUERFELD	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: [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 #: [REDACTED]
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 based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the owner of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform the repair. All parts are the property of the customer and are to be returned to the customer. All parts are the property of the customer and are to be returned to the customer. I certify that this vehicle has been tested and all repairs were needed and that the customer's work was performed satisfactorily.

Manager's Initials

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

PAY TYPE: VISA 39 95 Date: 7/24/2017 APPROVAL # [REDACTED] ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]
AID [REDACTED] Terminal ID [REDACTED]

The undersigned acknowledges that this invoice is for services rendered by Monroe Huffer & Son, Inc. and that the customer agrees to pay the amount of the bill and that the customer agrees to pay the amount of the bill and that the customer agrees to pay the amount of the bill.

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.

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PAY AMT
VISA 39.95 7/24/2017
PAYMENT COLLECTED BY: M. AZZARONE
TECH: 037337-0.00 M. AZZARONE

SUB TOTAL 36.99
SALES TAX 2.96
GRAND TOTAL 39.95

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: [REDACTED]
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]
Manager: DONALD BEEBIE
Services Requested:
4 TIRES

Year: 16
Make: KIA
Model: SORENTO
Lic No: GJD7798
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 63217
Mileage Out: 63217

Date/Time: 11/15/17 14:12:13
Estimate #: [REDACTED]
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
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:									
	gsg4117		Mfg Date: 41st week of 2017						
	gsg4117		Mfg Date: 41st week of 2017						
	gsg4117		Mfg Date: 41st week of 2017						
	gsg4117		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			

NOTICE TO CUSTOMERS
We warrant the work performed by this shop to be in accordance with the industry standards for the repair of the vehicle. We warrant the parts used in the repair to be of the highest quality and to be in accordance with the industry standards for the repair of the vehicle. We warrant the labor used in the repair to be in accordance with the industry standards for the repair of the vehicle. We warrant the materials used in the repair to be in accordance with the industry standards for the repair of the vehicle. We warrant the work performed by this shop to be in accordance with the industry standards for the repair of the vehicle. We warrant the parts used in the repair to be of the highest quality and to be in accordance with the industry standards for the repair of the vehicle. We warrant the labor used in the repair to be in accordance with the industry standards for the repair of the vehicle. We warrant the materials used in the repair to be in accordance with the industry standards for the repair of the vehicle.

Manager's Initials

We warrant the work performed by this shop to be in accordance with the industry standards for the repair of the vehicle. We warrant the parts used in the repair to be of the highest quality and to be in accordance with the industry standards for the repair of the vehicle. We warrant the labor used in the repair to be in accordance with the industry standards for the repair of the vehicle. We warrant the materials used in the repair to be in accordance with the industry standards for the repair of the vehicle. We warrant the work performed by this shop to be in accordance with the industry standards for the repair of the vehicle. We warrant the parts used in the repair to be of the highest quality and to be in accordance with the industry standards for the repair of the vehicle. We warrant the labor used in the repair to be in accordance with the industry standards for the repair of the vehicle. We warrant the materials used in the repair to be in accordance with the industry standards for the repair of the vehicle.

Print Name

Customer Signature

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

PAY TYPE: VISA 565.08 Date: 11/15/2017 APPROVAL # [REDACTED] ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]
AID [REDACTED] Terminal ID: [REDACTED]

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: GJD7798
VIN:
Color: 2.4
Engine: 2.4
Mileage In: 63217
Mileage Out: 63217

Date/Time: 11/15/17 14:12:13
Estimate #: [REDACTED]
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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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: [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
Manager: MICHAEL AZZARONE
Services Requested:
NY STATE INSPECTION

Year: 16
Make: KIA
Model: SORENTO
Lic No: GJD7798
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 66505
Mileage Out: 66505

Date/Time: 12/27/17 11:32:51
Estimate #: [REDACTED]
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	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 [REDACTED] ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]
AID [REDACTED] Terminal ID [REDACTED]

NOTICE TO CUSTOMERS

Unless shown to the contrary, all labor charges are per hour based on flat rate manuals and are subject to shop hours. Material charges, including parts and labor are included for the balance of 90 days at a 10% mark. Please see receipt for details. All labor performed and parts replaced were necessary to perform the repair. All parts are new unless otherwise specified for used or rebuilt. All original parts should be removed from the vehicle before it is left for service. We are not responsible for thefts or damage.

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

Manager's Initials

The undersigned acknowledges that this invoice is for services rendered by Monroe Muffler Brake & Service, Inc. and that payment is due 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 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. The undersigned merchant's fee is acknowledged on the Monroe vehicle to include the cost of repairs made, including any parts used and 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. # [REDACTED]
Shop ID #
7074673

Invoice from History

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

Ogdensburg, NY
Home [REDACTED]

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

VIN # : 5XYPGDA36 GG129813

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



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 12/03/15 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:

NEW ☒ NEW ☐ USED ☐ DEMO	YEAR	MAKE	MODEL	BODY	COLOR
	2016	FIAT	500	4DR	RED

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, DRIVER'S 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
FIAT	500	4DR

VEHICLE IDENTIFICATION NUMBER [REDACTED] YEAR 2016

(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 [REDACTED] DELIVERY COORDINATOR [REDACTED] SALESPERSON [REDACTED]

V.I.N. [REDACTED] STOCK # [REDACTED]

TOTAL SELLING PRICE \$ _____

Minus Trade-In Allowance \$ _____

NET DIFFERENCE \$ _____

N.Y.S. SALES TAX COUNTY 7.25 \$ _____

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: KIA MOTOR FINANCE TERM: 66 MONTHS

THE TRADE-IN

VEH# [REDACTED] MILEAGE [REDACTED]

YEAR 2014 MAKE FIAT MODEL 500 BODY 4DR COLOR RED CYL 4 TRANS 5

BANK HOLDING LIEN PLATE NO. [REDACTED] EXPIR DATE [REDACTED]

BANK ADDRESS [REDACTED] BANK PHONE [REDACTED]

LIEN ACCT# [REDACTED] GLOBE OUT [REDACTED]

GOOD UNTIL 12/12/15 VERIFIED BY [REDACTED] 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 ANCH USA STD TITLE

DATE 12/03/15 BUYER SIGNATURE [REDACTED]

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

BUYER SIGNATURE [REDACTED] DATE 12/03/15

CO-BUYER SIGNATURE [REDACTED] DATE 12/03/15

APPROVED BY SELLER [REDACTED] DATE 12/03/15

SEE OTHER SIDE FOR ADDITIONAL TERMS

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE BUYER.



RECAP & DISCLOSURE

Customer Info

[Redacted Customer Information]

Vehicle Info

Year: 2016 Make: KIA Model: Sorento
VIN: KYPGDA36GG [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: \$31,055.56 Base Price: \$28,110.00 With Pkg. Options: \$32,110.00
MSRP: \$31,055.56

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
7 Year / 100,000 Mile Full Pkg. Env.

6/10/16

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: 6/10/2016

Prepared By: [Redacted]

Presented By: [Redacted]



DISTINCTION™

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

CONTRACT NO. J000	FORM NUMBER K1100115	SERIAL NUMBER 33600	
YEAR 2016	MAKE KIA	MODEL RENTO	CURRENT ODOMETER READING 12,000

DEALER INFORMATION

SELLING DEALER DRIVER'S VILLAGE INC.			FWS DEALER #
DEALER ADDRESS 5085 E. State Dr.	CITY CLARK	STATE NY	ZIP 13029
LIENHOLDER KIA MOTOR'S FINANCE		ADDRESS PO BOX 100000	

SERVICE CONTRACT HOLDER INFORMATION

FIRST NAME [REDACTED]	LAST NAME [REDACTED]		
CITY CORHOGUE		STATE NY	ZIP [REDACTED]
AREA CODE TELEPHONE NUMBER [REDACTED]		PHONE NUMBER [REDACTED]	

SERVICE CONTRACT INFORMATION

TERM / MILEAGE SELECTED		COVERAGE PLAN SELECTED	
TERM 3 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) ☒	\$100** (ZRI) ☐
SERVICE CONTRACT PURCHASE DATE 12/03/15		\$100 (ZIH) ☐	\$250 (ZTF) ☐
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.

[REDACTED]	12/03/15	[REDACTED]	12/03/15
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-NBRV (01/15) ▼ K110 (01/15)

01 ▼ 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]

Borrower			
Address		State	
City		ZIP	
Phone (Daytime)		Phone (Evening)	
Fax		Term of Finance Contract	
Effective Date of GAP Waiver Agreement and Loan Inception Date (must be same date)		Interest Rate	
Monthly Payment		Term of Finance Contract	
Lienholder/Assignee:		Vehicle Identification Number	
Year		Model	
Make		GAP Charge to Borrower	
FORM REQUESTED		Total amount financed	
☒ Financing Contract		GAP WAIVER AGREEMENT	
Not available for leased vehicles.		Term in Months	
		% benefit as determined by National Automobile Dealers Association (NADA)	

IMPORTANT INFORMATION REGARDING OPTIONAL GAP. PLEASE READ.

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 if You may purchase GAP only at the time You sign Your Contract to purchase the Vehicle from the Dealer.
 2. 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.
 3. In cases of Transfer of Equity (See Section III - DEFINITIONS), GAP is transferable.
 4. GAP coverage may decrease over the term of the Contract.
 5. 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 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 as of the date of the prepayment or refinance.
 6. 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 refund 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 mortgage are affected upon the purchase of GAP. It is completely voluntary and optional. Deferred Payments, which are not part of the scheduled Contract payments, are considered late payments. 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 mortgage are affected upon the purchase of GAP. It is completely voluntary and optional. Deferred Payments, which are not part of the scheduled Contract payments, are considered late payments. 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 mortgage are affected upon the purchase of GAP. It is completely voluntary and optional. Deferred Payments, which are not part of the scheduled Contract payments, are considered late payments.

* with the Dealer is amended by adding the following and subject to the provisions above determines that the Vehicle is a Total Loss, then You will be responsible for lost cash down payment, trade equity or finance charges after the Date of Loss.



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 #
DATE
[REDACTED]
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: DEPOSIT- [REDACTED]	
[REDACTED]: DP	500.00
Total Applied:	500.00



HOME | VISIT KIA.COM



Search

Welcome [REDACTED]
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

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 75265-0805

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
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 [REDACTED] 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 [REDACTED] complaint.

Very truly yours,

[REDACTED]
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,

[REDACTED]
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: [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:
Street Address:
City/Town:
State:
Zip:
Phone:

Kia

Name of Other Seller or Provider of Services:
Street Address:
City/Town:
State:
Zip:
Phone:

Cost of Product or Service:
Date of Transaction:

\$.00
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 [REDACTED] son was driving our [REDACTED] 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]

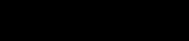
What form of relief are you seeking (e.g. refund, credit, exchange, repair, etc)?

[REDACTED]

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: [REDACTED]
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA35GC [REDACTED]
Color: [REDACTED]
Engine: 2.4
Mileage In: 4784

Date/Time: 01/28/16 11:41:11
Estimate #: [REDACTED]
Invoice #: [REDACTED]
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number: [REDACTED]
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 prices 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 ***

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 .00 0.00

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. This 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 # [REDACTED] ENTRY:
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]

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: _____

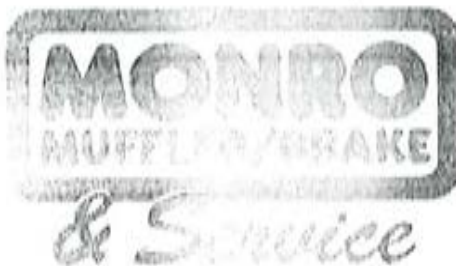
See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

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: [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]

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

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

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

PAY TYPE: VISA 37.79 Date: 6/16/2016 APPROVAL # [REDACTED] ENTRY: SWIPE
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are gross 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 center for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified in a 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 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 retorqued 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: 04/09/16 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 [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]

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

Date/Time: 09/30/16 10:15:19
Estimate #: [REDACTED]
Invoice #: [REDACTED]
Key Tag: False
PO Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Unit Number: [REDACTED]
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	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 preset or based on flat rate amounts, 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 receipt 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 # [REDACTED] ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]
AID [REDACTED] Terminal ID [REDACTED]

The undersigned acknowledges that this invoice is for services rendered by Monro 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 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 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: [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: GJD7798
VIN: [REDACTED]
Color: 2.4
Engine: 2.4
Mileage In: 30698
Mileage Out: 30698

Date/Time: 12/20/16 18:27:12
Estimate #: [REDACTED]
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

NOTICE TO CUSTOMERS

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	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	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		

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

PAY TYPE: VISA 42.63 Date: 12/20/2016 APPROVAL # [REDACTED] ENTRY: SWIPE
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]

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: [REDACTED]

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
VISA 42.63 12/20/2016

SUB TOTAL 39.99
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 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: [REDACTED]
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 16
Make: KIA
Model: SORENTO
Lic No: [REDACTED]
VIN: 5XYPGDA36G [REDACTED]
Color: RED
Engine: 2.4
Mileage In: 39212

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

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

Mileage Out: 39213

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 based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the number 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 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 requested work was performed satisfactorily.

Manager's Initials

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

PAY TYPE: VISA 37.79 Date: 3/21/2017 APPROVAL # [REDACTED] ENTRY: CHIP
CREDIT CARD # XXXX-XXXX-XXXX [REDACTED]
AID [REDACTED] Terminal ID [REDACTED]

The undersigned acknowledges that this invoice is for services rendered by Monro 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 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 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 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: 074377-000 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 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: [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: 24
Engine: 24
Mileage In: 52638
Mileage Out: 52638

Date/Time: 07/24/17 10:25:11
Estimate #: [REDACTED]
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) JOB DISCOUNT	60		15.00	0.00	0.00	0.00
TOTAL SERVICE:				36.99			(10.50)	0.00	(10.50)

NOTICE TO CUSTOMERS
Unless otherwise specified, all labor charges are hourly or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the owner of 90 days or 4,000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform the request. All parts are new unless otherwise specified. A signed receipt is required. All parts and labor 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 to meet the standards 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 # [REDACTED] ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX
AID [REDACTED] Terminal ID: [REDACTED]

The undersigned acknowledged that this invoice is for services rendered by Monro Muffler & Brake & Service, Inc. and that the customer has been advised of the terms and conditions of the repair order and that the customer has agreed to pay for the services rendered. The undersigned also agreed to pay for the cost of collection incurred by Monro Muffler & Brake & Service, Inc. including reasonable attorney fees and other charges in the event that for any reason, payment is not received by Monro Muffler & Brake & Service, Inc. expressed without limitation as a condition of the repair order to secure the cost of repairs made, including the 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.

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PAY AMT
VISA 39.95 7/24/2017
PAYMENT COLLECTED BY: M. AZZARONE
TECH: 037337-0.00 M. AZZARONE

SUB TOTAL 36.99
SALES TAX 2.96
GRAND TOTAL 39.95

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: [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 #: [REDACTED]
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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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: [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 #: [REDACTED]
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	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	NYINSPCT	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 # [REDACTED] ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]
AID: [REDACTED] Terminal ID: [REDACTED]

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are paid in cash on the day of service, and all parts are paid in cash on the day of service. All parts are warranted for the period of 90 days or 4,000 miles. Please see repair order for details. All labor performed and parts replaced were necessary to perform the repair. 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 certify that this vehicle has been tested or left alone when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

The undersigned acknowledges that this invoice for services rendered by Monro Muffler Brake & Service and any related payment (cash, check, credit card or other charges) in the full amount set forth on this invoice. The undersigned agrees to pay any and all fees or collection incurred by Monro Muffler Brake & Service including reasonable attorney fees and reasonable direct charges, in the event that, for any reason, payment is not received by Monro Muffler Brake & Service. An expedited mechanic's lien is acknowledged on the above vehicle to secure the cost of repairs made, including any parts, up to and 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
VISA 49.95 12/27/2017

SUB TOTAL 46.99
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

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	City	ZIP
Phone	Fax	Phone (Daytime)	Phone (Evening)
Effective Date of GAP Waiver Agreement and Loan Inception Date (must be same date)		Interest Rate	Monthly Payment
Lienholder/Assignee		Term of Finance Contract	
Vehicle Description Auto/Light Truck		Vehicle Identification Number	
Year	Make	Model	
FORM REQUESTED		GAP Charge to Borrower	
☒ Financing Contract Not available for leased vehicles.		\$ 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 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
- 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 as of the date of the prepayment or refinance.
- 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
- 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 to obtain credit or financing. Neither the extension of credit, the terms of credit, nor the terms of the related m
- refund strictly to the Gap Charge.
- 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 nor does it provide any insurance coverage for You or the Vehicle, such as collision, comprehensive, bodily injury, property damage
- for lost cash down payment, trade equity or finance charges after the Date of Loss.
- that there is no Deficiency Balance

with the Dealer is amended by adding the following and subject to the provisions above determines that the Vehicle [REDACTED] on the Date of Loss based on [REDACTED] of Loss, or [REDACTED] 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 [REDACTED]	500.00
Total Received:	500.00
Payment Applied To: DEPOSIT- [REDACTED]	
[REDACTED] : DP	500.00
Total Applied:	500.00



RECAP & DISCLOSURE

Customer Info

[Redacted Customer Information]

Vehicle Info

Year: 2016 Make: KIA Model: Sorento
VIN: KPGDA36G0 [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.

Offered Product: 31065.65 Rate: 4.9% Term: 60 Months
Offered Product: 15.00

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
Increase Full Pkg Env

6/10/16

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: 6/10/2015

Prepared By: [Redacted]

Presented By: [Redacted]

**DISTINCTION™****MECHANICAL FAILURE
SERVICE CONTRACT****VEHICLE INFORMATION**

CONTRACT NO. J000	FORM NUMBER K1100115	SERIAL NUMBER 43600
YEAR 2016	MAKE KIA	MODEL RENTO
		CURRENT ODOMETER READING 2111

DEALER INFORMATION

SELLING DEALER DRIVER'S VILLAGE INC.			FWS DEALER *	
DEALER ADDRESS 5085 E. Conlay Dr.		CITY Tempe	STATE AZ	ZIP 85289
LIENHOLDER KIA FINANCIAL		ADDRESS PO BOX 105091		

SERVICE CONTRACT HOLDER INFORMATION

FIRST NAME [REDACTED]		LAST NAME [REDACTED]		
ADDRESS [REDACTED]		CITY CORONA	STATE NY	ZIP [REDACTED]
AREA CODE TELEPHONE NUMBER [REDACTED]		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 (POP) ☐
			PLATINUM (PNP) ☒
LIGHT DUTY COMMERCIAL USE COVERAGE		DEDUCTIBLE SELECTED	
ONLY FOR VEHICLES WITH LESS THAN 35,000 MILES ☐ (LCU)		\$0 (ZRD) ☒	\$100** (ZRI) ☐
SERVICE CONTRACT PURCHASE DATE 12/02/15		\$100 (ZIH) ☐	\$250 (ZTF) ☐
SERVICE CONTRACT PURCHASE PRICE 1,899.00		** 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.**

[REDACTED] CUSTOMER SIGNATURE	12/02/15 DATE	[REDACTED] DEALER SIGNATURE	12/02/15 DATE
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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-N9RV (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 # :

Odometer In : 71878

Ogdensburg, NY

Home

VIN # : 5XYPGDA36 GG

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.comOur Email Address: billsfire@ymail.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 12/03/15 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:

☒ NEW	YEAR	MAKE	MODEL	BODY	COLOR
☐ USED	2015	F10	BORENTA	4DR 400 4D	[REDACTED]
☐ DEMO					

INSP# [REDACTED] MILES [REDACTED] 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. 94-304).)

I, DRIVER'S VILLAGE, INC. state that the odometer on the vehicle described below now reads 11711 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	BORENTA	4DR 400 4D
VEHICLE IDENTIFICATION NUMBER		YEAR
5YFPEB6650 [REDACTED]		2016

(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 [REDACTED] 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 [REDACTED] 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 [REDACTED] DELIVERY COORDINATOR [REDACTED] SALESPERSON [REDACTED]

V.I.N. [REDACTED] STOCK NO. [REDACTED]

TOTAL SELLING PRICE \$ [REDACTED]

Service Contract \$ 1,000.00

\$ [REDACTED]

\$ [REDACTED]

MINUS TRADE-IN ALLOWANCE \$ 11,200.00

NET DIFFERENCE \$ 23,616.32

N.Y.S. SALES TAX COUNTY 7.25 \$ 1,836.30

DEALER FEE* \$ 75.00

PLUS N.Y.S. INSPECTION \$ 10.00

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

PAY OFF \$ 11,200.00

MISC. \$ 187.50

TOTAL AMOUNT DUE \$ 37,073.52

REGISTRATION (ESTIMATE) ** \$ [REDACTED]

RECONCILIATION

REBATE \$ [REDACTED]

REBATE \$ [REDACTED]

CASH DEPOSIT \$ [REDACTED]

CASH ON DELIVERY \$ [REDACTED]

AMOUNT FINANCED/TOTAL BALANCE DUE \$ 37,073.52

LIENHOLDER: ITA MOTOR FINANCE TERM: 60 MONTHS

THE TRADE-IN

VIN#	MILEAGE					
[REDACTED]	[REDACTED]					
YEAR	MAKE	MODEL	BODY	COLOR	CYL	TRANS
2014	F10	BORENTA	4DR	[REDACTED]		

BANK HOLDING LIEN PLATE NO. EXP. DATE

[REDACTED]

[REDACTED]

BANK ADDRESS [REDACTED] BANK PHONE [REDACTED]

LIEN ACCT# [REDACTED] CLOSING OUT 11,200.00

GOOD UNTIL 12/12/15 VERIFIED BY [REDACTED] 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 A NON-LIEN TITLE.

12/03/15 BUYERS SIGNATURE [REDACTED]

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

BUYERS SIGNATURE [REDACTED] DATE 12/03/15

CO-BUYER'S SIGNATURE [REDACTED] DATE 12/03/15

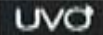
APPROVED SELLER [REDACTED] DATE 12/03/15

SEE OTHER SIDE FOR ADDITIONAL TERMS

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



HOME | VISIT KIA.COM



Search

Welcome [REDACTED]
How can we help you today?

LOG OUT



MY ACCOUNT



PAYMENTS



BUY OR LEASE



LEASE-END



OFFERS



FINANCE TOOLS

Account Number

[REDACTED] ID 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 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 DEALER

BURDICK KIA

5885 E. CIRCLE DRIVE
CICERO, NY, 13039

Phone: 315-452-1800

Fax: 315-455-3094

Visit dealer website



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: 18-010179-M1

Staff: Sharnette Grant

RESPONSE FORM

Name of Consumer _____

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

