

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

PART 2 OF 2



















































GREEN BANK

WHEELCHAIR
ACCESSIBLE
ENTERANCE
&
EXIT

000
EQUIPMENT

TEXAS







KIA MULTI-POINT INSPECTION



Service
Promise to Care

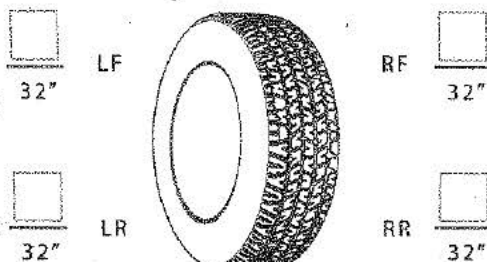
Customer Name [REDACTED] Date 11-30-15
 VIN [REDACTED] Year/Model [REDACTED] Mileage 67948
 RO/Tag# [REDACTED] License [REDACTED] Phone [REDACTED]

SERVICE ADVISOR SECTION

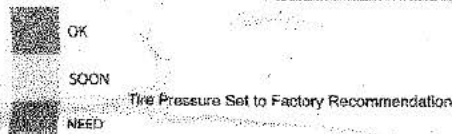
WIPER BLADES



CHECK TIRES/MEASURE TIRE TREAD DEPTH

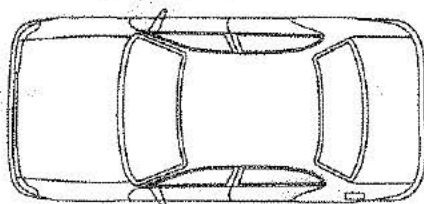


Size: _____ Brand: _____



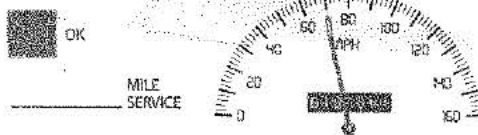
Tire Pressure Set to Factory Recommendation

EXTERIOR VEHICLE INSPECTION



Please note any scratches,
dents or dings on the diagram above

MAINTENANCE INTERVAL



TECHNICIAN SECTION

TECH ID

INSPECT EACH SERVICE		COMMENTS
☒	Automatic transmission fluid level/condition	Sealed
☒	Brake fluid level/condition	
☒	Coolant recovery reservoir fluid level/condition	
☒	Power steering fluid level/condition	Electrical
☒	Transmission system level/condition	Sealed
☒	Window washer fluid level	
☒	Battery performance & terminals	
☒	Brake lines/hoses/parking brake	
☒	Clutch operation (if equipped)	BT
☒	Drive axle boots (CV, if equipped)	
☒	Cooling system & hoses for visible leaks and damage	
☒	Drive belt(s)	
☒	Exhaust system (loose parts, visible damage, leaks)	
☒	Oil and/or fluid leaks (Specify)	
☒	Operation of horn, interior and exterior lights	
☒	Front brake remaining	5 mm Lt. 5 mm Rt.
☒	Rear brake remaining	4 mm Lt. 4 mm Rt.
☒	Windshield for cracks, chips and pitting	
☒	Windshield washer spray or wiper operation	
☒	Steering, steering linkages/wheel end play/bearings	
☒	Suspension (damage/leaks/struts for bounce/shocks)	
☒	Other:	

Notes:

RECOMMENDED ADDITIONAL SERVICES

☐ Air Filter	☐ Tire Repair	☐ Coolant Change	☐ Engine Oil Change	☐ Cabin Air Filter
☐ Brakes (Specify)	☐ Wheel Alignment	☐ Fuel Filter Change	☐ Timing Belt	☐ Rear Differential Fluid Change
☐ Rotate Tires	☐ Transmission Fluid Change	☐ Other:		

GREEN - INSPECTION RESULT - OK

RED - REQUIRES IMMEDIATE ATTENTION

Customer Signature _____

White Copy - Customer - Yellow - Attach to RO File Copy

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UM050 PB010



Archer Kia
11614 Southwest Freeway
Houston, TX 77031
281-933-9150

SERVICE HOURS
Mon-Fri 7:00 - 6:00

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JAVIER	552	TAG NO. 7783	INVOICE DATE 11/30/18	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 67,948	COLOR /	STOCK NO.
HOUSTON, TX [REDACTED]	YEAR / MAKE / MODEL 16/KIA/SORENTO/4DR FWD L			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 5 X Y P G 4 A 3 4 G G [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 11/30/18	REPRINT# 1	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 67948

TOTALS-----

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 11.45
TOTAL PARTS.... 21.56
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 2.53
TOTAL MISC DISC -11.06
TOTAL TAX..... 1.99
TOTAL INVOICE \$ 26.47

THANK YOU FOR YOUR BUSINESS!!

Parts are new unless otherwise indicated. We guarantee our service work for 12 months or 12,000 miles, whichever comes first. Factory parts and labor. Rental vehicles must be returned the same day repairs are complete.

The Factory Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

\$25.00 per day storage fee for vehicle left longer than three days after completion.

Repairs properly completed and checked by:

Authorized Signature



Archer Kia
11614 Southwest Freeway
Houston, TX 77031
281-933-9150

SERVICE HOURS
Mon-Fri 7:00 - 6:00

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JAVIER	552	TAG NO. 7783	INVOICE DATE 11/30/18	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 67,948	COLOR /	STOCK NO.
HOUSTON, TX [REDACTED]	YEAR / MAKE / MODEL 16/KIA/SORENTO/4DR FWD L			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 5 X Y P G 4 A 3 4 G G [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 11/30/18	REPRINT# 1	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
M0: 67948					

JOB# 1 CHARGES-----						Parts are new unless otherwise indicated. We guarantee our service work for 12 months or 12,000 miles, whichever comes first. Factory parts and labor. Rental vehicles must be returned the same day repairs are complete.	
LABOR-----						The Factory Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	
J# 1	OOK1ZLOF	LOF EXPRESS	TECH(S):661	11.45			
EXPRESS ENGINE OIL AND FILTER CHANGE ENGINE IS KNOCKING							
MAINTENANCE							
REPLACED ENGINE OIL AND FILTER, CHANGED OIL BUT ENGINE IS STILL KNOCKING							
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-							
1	26300-35504	FILTER ASSY-ENG	6.59	6.59	6.59		
5	SUR15-96	QUANTUM X5 SW20	2.79	2.79	13.95		
1	21513-23001	GASKET-OIL PLUG	1.02	1.02	1.02		
				TOTAL - PARTS	21.56		
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----							
HAZ HAZARDOUS DISPOSAL						1.50	
LDD LABOR DOLLAR DISCOUNT						-5.53	
PDD PARTS COUPON DISC						-5.53	
				TOTAL - MISC	-9.56		
JOB# 1 TOTALS-----						S25.00 per day storage fee for vehicle left longer than three days after completion.	
				LABOR	11.45		
				PARTS	21.56		
				MISC	-9.56		
JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL						23.45	Repairs properly completed and checked by:
JOB# 2 CHARGES-----						Authorized Signature	
LABOR-----							
J# 2	OOK1ZEXMVI	MULTI-PT INSPECT	TECH(S):661	0.00			
23-POINT INSPECTION (WALK AROUND)							
MAINTENANCE							
PERFORMED MULTI-POINT INSPECTION AND WALK AROUND							
JOB# 2 TOTALS-----							
				JOB# 2 JOURNAL PREFIX K1QS JOB# 2 TOTAL	0.00		
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----							
JOB # A	SS	SHOP SUPPLIES				1.03	
				TOTAL - MISC	1.03		



Archer Kia
11614 Southwest Freeway
Houston, TX 77031
281-933-9150

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01K1Z060	60000 MILE SERVICE	MO		01K1Z070	70000 MILE SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/17/18		56127	552	587	I	01K1ZKCP1	KCP1 COMP. LOF
05/15/18		47978	234	587	C	01K1ZMVI	MULTI-PT INSPECT
03/27/18		42245	552	661	I	00K1ZKES1LOF	KES1COMPLOF
				661	C	00K1ZEXMVI	MULTI-PT INSPECT
				166	C	01K1ZLOF	LUBE, OIL, FILTER
				166	C	01K1ZMVI	MULTI-PT INSPECT

SALESPERSON NO.

S E R V I C E

STATE REG# E

VEHICLE ID NO 5XYPG4A34GG		YEAR/MAKE/MODEL 16/KIA/SORENTO/4DR FWD L		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
CUSTOMER NO.		SERVICE CONTRACT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
COLOR		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
TURBO N		M/MC K1ZZ	AIR COND Y	P.S. Y	TRANS A	MILEAGE 67,948	ADVISOR NO 552
RESIDENCE PHONE		BUSINESS PHONE		ADVISOR JAVIER			
TIME RECEIVED 09:26am		DATE/TIME PROMISED 11/30/18 06:00pm		PRIORITY			
APPOINTMENT ☐ Yes ☒ No		LABOR RATE		X			
CELL:							

The Factory Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of the merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

\$25.00 per day storage fee for vehicle left longer than three days after completion.

JOB	1 C 00K1ZLOF LOF EXPRESS EXPRESS ENGINE OIL AND FILTER CHANGE ENGINE IS KNOCKING ✓		All parts removed will be discarded unless instructed otherwise. Check here to Save _____ Customer Initials _____ Parts are new unless otherwise indicated. We guarantee our service work for 12 months or 12,000 miles, whichever comes first. Factory parts and labor. Rental vehicles must be returned the same day repairs are complete. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on street, highway, or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garagekeeper's lien, I have no right of possession to the above vehicle until the repairs have been paid in full or until you and/or your employees have voluntarily released the vehicle to me. _____ Customer Signature This Dealership's Labor Time Guide reflects an average time requirement for performance of specific vehicle repairs and may therefore be either more or less than the actual clock time in any given instance.
	2 C 00K1ZEXMVI MULTI-PT INSPECT 23-POINT INSPECTION (WALK AROUND) ✓		

661 3h

Warranty Coverage

<< Warranty Coverage Validation

NO WARRANTY**Basic Vehicle Information**☐ Battery Prorating ☐ Warranty History ☐ Print

VIN #	5XYPG4A34GG [REDACTED]	Year / Model	2016 / UM Sorento (UM)
Serial	125193	Model Description	SORENTO L FWD AUTO / 73212
Engine	G4KJFK21 2.4 LITER ENGINE	Color(Ext/Int)	KCS-SPARKLING SILVER / WK-BLACK
First Name		Last Name	VENCES
Mileage Entered	67948	Retail Mileage	15
Production Date	Oct 07, 2015	Sales Type	KAPR KIA APR SUBVENTION
Retail Date	Nov 28, 2015	Key Code	UM1860
Wholesale Date	Oct 18, 2015	Warranty Start Date	Nov 28, 2015
Selling Dealer	TX108 : Fredy Kia	Branded Title	
Lawsuit	No		
Extended Service Plan	Yes (See Extended Service Contract Information below)	Open Campaigns	N
Owner Transfers	Yes (10/100 coverage NO LONGER applies)	Repairs in Last 60 Days	N
Sirius Subscription	Expired	Sirius ESN	068972245066
Sirius Activation Date	Nov 28, 2015	Sirius Expiration Date	Feb 26, 2016
PDI Performed	Y		
Remark			
CPO Contract Number	CPO # [REDACTED]	CPO Expiration Date	Nov 28, 2025

Service Campaign / Service Action / Recall / Customer Satisfaction Program Information

Issue Number	Issue Type	Description	Dealer Code	Repair Date	Dealer Type
SA234	Service Action	SA234 2016 UM TAILGATE LATCH REPAIR	TX098	Oct 07, 2016	RD
SA240A	Service Action	SA240A JF/UM VCM LOGIC IMPROVEMENT	TX098	Oct 07, 2016	RD
SA292A	Service Action	SA292A JF2.0 UM3.3/2.4/2.0 SHIFT QUALITY	TX108	Jun 24, 2017	RD
SA305A	Service Action	SA305A E-CVVT COVER AND MOTOR PLUG	TX098	Jan 10, 2018	RD

Basic Warranty Coverage Information

Basic Warranty Coverage	N	Remark	
Warranty Start Date	Nov 28, 2015	Warranty Expiration	Nov 28, 2020
Warranty Mileages	60,000	Warranty Terms	60 months (728 days remaining)

Powertrain Coverage Information

Powertrain Coverage	N	Remark	
Warranty Start Date	Nov 28, 2015	Warranty Expiration	Nov 28, 2020
Warranty Mileage	60,000	Warranty Terms	60 months (728 days remaining)

Other Coverage Information

Coverage Type	Available	Start Date	Expiration Date	Warranty Terms	Mileage
Audio/Radio/RSE	N	Nov 28, 2015	Nov 28, 2018	36 months (Expired)	36,000
Adjustments	N	Nov 28, 2015	Nov 28, 2016	12 months (Expired)	12,000
Paint	N	Nov 28, 2015	Nov 28, 2018	36 months (Expired)	36,000
Service Part & Acc's	N			12 months	12,000
Emission (8/80)	Y	Nov 28, 2015	Nov 28, 2023	96 months (1823 days remaining)	80,000
Perforation/Corrosion	Y	Nov 28, 2015	Nov 28, 2020	60 months (728 days remaining)	100,000

Extended Service Contract Information (Managed by JM&A - for more info, please contact 866-519-1901)

Product Desc	Coverage Desc	Contract Number	Purchase Date	Purchase Mileage	Contract Months	Contract Mileage	Cancellation Date
WAR: Certified Pre-Owned			Feb 01, 2018	37,491	120	100,000	

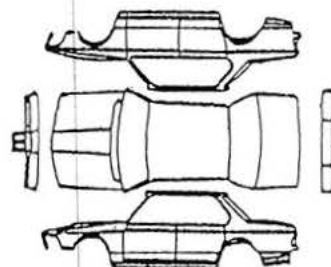
Vehicle Option Information

Installed By	Option	Option
Port	CA	Cargo Mat
Port	CF	Carpeted Floor Mats
Port	CN	Cargo Net
Factory	STD	Std. Pkg.

Warranty History**Warranty History**

Repair Date	Claim Type	Dealer Code	R.O.#	Version	Repair Labor	Causal Part	Mileage
Jan 10, 2018	V : SA*** / CS*** / RB***	TX098		01	170A39R0	PLUG	37,489
Jun 24, 2017	V : SA*** / CS*** / RB***	TX108		01	170A34R0	ELECTRONIC CONTROL U	29,940
Oct 07, 2016	V : SA*** / CS*** / RB***	TX098		01	160A14R0	LATCH ASSY-TAIL GATE	16,812
Oct 07, 2016	V : SA*** / CS*** / RB***	TX098		01	160A26R0	ELECTRONIC CONTROL U	16,812
Nov 02, 2015	I : PDI	TX108		01	UMPDI	PDI	13

☒ Stone damage ☐ Dent
☒ Scratch ☒ Collision damage
☐ Undercoating damage (note in remarks)



A number line from 0 to 1 with tick marks at 0, $\frac{1}{2}$, and 1. The point $\frac{1}{2}$ is labeled.

TAG# 778-8

PRIMARY SERVICE OPERATION C, W, I

EST:

SERVICE OPERATION C, W, I

SERVICE OPERATION C, W, I

SERVICE OPERATION C, W, I

TERMS: STRICTLY CASH UNLESS OTHER ARRANGEMENTS MADE

NOTICE PURSUANT TO §10.001, TEXAS PROPERTY CODE

AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSESSION IN ACCORDANCE WITH §9.009, TEXAS BUSINESS AND COMMERCE CODE, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION, IS MADE BY THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE, OR BECAUSE THE MAKER OR DRAWER OF THE CHECK, MONEY ORDER, OR CREDIT CARD TRANSACTION, WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

DISCLAIMER OF WARRANTIES: ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, ARCHER CHRYSLER-JEEP-SUZUKI, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ARCHER CHRYSLER-JEEP-SUZUKI, INC. NEITHER SUES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

ACKNOWLEDGE
ALL VALUABLES REMOVED FROM VEHICLE

CHECKOUT CHARGE ~~104.00~~ 104.00

ALL CUSTOMERS WILL BE CHARGED FOR
MISCELLANEOUS SHOP SUPPLIES AND
ENVIRONMENTAL IMPACT FEES AT
THE RATE OF 7% LABOR NOT TO
EXCEED \$25.00 PER VISIT.

INT



Archer Kia
11614 Southwest Freeway
Houston, TX 77031
281-933-9150

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01K1Z060	60000 MILE SERVICE	MO		01K1Z070	70000 MILE SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/30/18		67948	552	661	C	00K1ZLOF	LOF EXPRESS
08/17/18		56127	552	661	C	00K1ZEXMVI	MULTI-PT INSPECT
05/15/18		47978	234	587	I	01K1ZKCP1	KCP1 COMP. LOF
				587	C	01K1ZMVI	MULTI-PT INSPECT
				661	I	00K1ZKES1LOF	KES1COMPLOF
				661	C	00K1ZEXMVI	MULTI-PT INSPECT

SALESPERSON NO. SERVICE STATE REG#E

VEHICLE ID NO. 5XYPG4A34GG1	YEAR/MAKE/MODEL 16/KIA/SORENTO/4DR FWD L	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.		
CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE		
COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	7792		
TURBO N	M/MC K1ZZ	AIR COND. Y	P.S. Y	TRANS A	MILEAGE 67,950	ADVISOR NO. 552	ADVISOR JAVIER
RESIDENCE PHONE	BUSINESS PHONE	The Factory Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.					
TIME RECEIVED 03:07pm	DATE/TIME PROMISED 11/30/18 06:00pm	PRIORITY	LABOR RATE			\$25.00 per day storage fee for vehicle left longer than three days after completion.	
APPOINTMENT ☐ Yes ☒ No	CELL: 713-585-0818	X					

JOB

1 C 11K1ZZ ENGINE CONCERN
C/S AFTER WE PERFORMED OIL CHANGE THE CAR CAUGHT ON FIRE

All parts removed will be discarded unless instructed otherwise.
Check here to Save _____ Customer Initials _____

Parts are new unless otherwise indicated. We guarantee our service work for 12 months or 12,000 miles, whichever comes first. Factory parts and labor. Rental vehicles must be returned the same day repairs are complete.

I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on street, highway, or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garagekeeper's lien, I have no right of possession to the above vehicle until the repairs have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

Customer Signature

This Dealership's Labor Time Guide reflects an average time requirement for performance of specific vehicle repairs and may therefore be either more or less than the actual clock time in any given instance.

CA Case # 12-2018

Warranty Coverage

<< Warranty Coverage Validation

NO WARRANTY**Basic Vehicle Information**
☐ Battery Prorating
 ☐ Warranty History
 ☐ Print

VIN #	5XYPG4A34GG	Year / Model	2016 / UM Sorento (UM)
Serial	125193	Model Description	SORENTO L FWD AUTO / 73212
Engine	G4KJFK21 2.4 LITER ENGINE	Color(Ext/Int)	KCS-SPARKLING SILVER / WK-BLACK
First Name		Last Name	VENCES
Mileage Entered	67950	Retail Mileage	15
Production Date	Oct 07, 2015	Sales Type	KAPR KIA APR SUBVENTION
Retail Date	Nov 28, 2015	Key Code	UM1860
Wholesale Date	Oct 18, 2015	Warranty Start Date	Nov 28, 2015
Selling Dealer	TX108 : Fredy Kia	Branded Title	
Lawsuit	No		
Extended Service Plan	Yes (See Extended Service Contract Information below)	Open Campaigns	N
Owner Transfers	Yes (10/100 coverage NO LONGER applies)	Repairs in Last 60 Days	N
Sirius Subscription	Expired	Sirius ESN	068972245066
Sirius Activation Date	Nov 28, 2015	Sirius Expiration Date	Feb 26, 2016
PDI Performed	Y		
Remark			
CPO Contract Number	CPO #	CPO Expiration Date	Nov 28, 2025

Service Campaign / Service Action / Recall / Customer Satisfaction Program Information

Issue Number	Issue Type	Description	Dealer Code	Repair Date	Dealer Type
SA234	Service Action	SA234 2016 UM TAILGATE LATCH REPAIR	TX098	Oct 07, 2016	RD
SA240A	Service Action	SA240A JF/UM VCM LOGIC IMPROVEMENT	TX098	Oct 07, 2016	RD
SA292A	Service Action	SA292A JF2.0 UM3.3/2.4/2.0 SHIFT QUALITY	TX108	Jun 24, 2017	RD
SA305A	Service Action	SA305A E-CVVT COVER AND MOTOR PLUG	TX098	Jan 10, 2018	RD

Basic Warranty Coverage Information

Basic Warranty Coverage	N	Remark	
Warranty Start Date	Nov 28, 2015	Warranty Expiration	Nov 28, 2020
Warranty Mileages	60,000	Warranty Terms	60 months (728 days remaining)

Powertrain Coverage Information

Powertrain Coverage	N	Remark	
Warranty Start Date	Nov 28, 2015	Warranty Expiration	Nov 28, 2020
Warranty Mileage	60,000	Warranty Terms	60 months (728 days remaining)

Other Coverage Information

Coverage Type	Available	Start Date	Expiration Date	Warranty Terms	Mileage
Audio/Radio/RSE	N	Nov 28, 2015	Nov 28, 2018	36 months (Expired)	36,000
Adjustments	N	Nov 28, 2015	Nov 28, 2016	12 months (Expired)	12,000
Paint	N	Nov 28, 2015	Nov 28, 2018	36 months (Expired)	36,000
Service Part & Acc'ys	N			12 months	12,000
Emission (8/80)	Y	Nov 28, 2015	Nov 28, 2023	96 months (1823 days remaining)	80,000
Perforation/Corrosion	Y	Nov 28, 2015	Nov 28, 2020	60 months (728 days remaining)	100,000

Extended Service Contract Information (Managed by JM&A - for more info, please contact 866-519-1901)

Product Desc	Coverage Desc	Contract Number	Purchase Date	Purchase Mileage	Contract Months	Contract Mileage	Cancellation Date
WAR: Certified Pre-Owned			Feb 01, 2018	37,491	120	100,000	

Vehicle Option Information

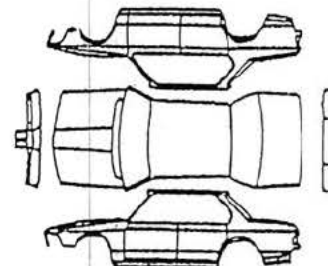
Installed By	Option	Option
Port	CA	Cargo Mat
Port	CF	Carpeted Floor Mats
Port	CN	Cargo Net
Factory	STD	Std. Pkg.

ARCHER KIA
SERVICE CENTER
11614 SOUTHWEST FRWY.
HOUSTON, TX 77031
(281) 933-9150



Show damage location with codes

- ☒ Stone damage ☐ Dent
☐ Scratch ☒ Collision damage
☐ Undercoating damage (note in remarks)



RO#

TAG# 7792

NAME (LAST, FIRST)			VIN #		
[REDACTED]			[REDACTED]		
STREET ADDRESS			COLOR	MILEAGE	
CITY	STATE	ZIP CODE	MAKE	MODEL	
HOME PHONE	BUSINESS PHONE		YEAR	LICENSE	
CELL PHONE			E-MAIL		

PRIMARY SERVICE OPERATION C, W, I

EST:

car caught on
Garage, Ark

SERVICE OPERATION C, W, I

SERVICE OPERATION C, W, I

SERVICE OPERATION C, W, I

TERMS: STRICTLY CASH UNLESS OTHER ARRANGEMENTS MADE

IT IS UNDERSTOOD THAT THIS COMPANY ASSUMES NO RESPONSIBILITY FOR LOSS OR DAMAGE BY THEFT OR FIRE TO VEHICLE PLACED WITH THEM FOR STORAGE, SALES OR REPAIR, OR DAMAGE TO VEHICLE WHEN CALLED FOR AND DELIVERED, OR WHILE ROAD TESTING. THE ABOVE BILL FOR LABOR AND MATERIAL IS APPROVED, AND AN EXPRESS MECHANIC'S LIEN IS GRANTED ON SAID VEHICLE TO SECURE THE PAYMENT THEREOF, SAID OBLIGATION BEING PAYABLE IN HOUSTON, HARRIS COUNTY, TEXAS AND IN EVENT OF DEFAULT I AGREE TO PAY IN ADDITION THERE TO A REASONABLE ATTORNEY'S FEES. PERMISSION IS GRANTED TO YOU TO DRIVE SAID VEHICLE ON ANY STREET OR ROAD FOR THE PURPOSE OF TESTING AND INSPECTING SAME.

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §6.609, TEXAS BUSINESS AND COMMERCE CODE, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OF THE CREDIT HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X

CUSTOMER'S SIGNATURE

DATE

DISCLAIMER OF WARRANTIES: ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER ARCHER CHRYSLER-JEEP-SUZUKI, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ARCHER CHRYSLER-JEEP-SUZUKI, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

ACKNOWLEDGE

ALL VALUABLES REMOVED FROM VEHICLE

CHECKOUT CHARGE ~~104.00~~ 104.00

ALL CUSTOMERS WILL BE CHARGED FOR
MISCELLANEOUS SHOP SUPPLIES AND
ENVIRONMENTAL IMPACT FEES AT
THE RATE OF 7% LABOR NOT TO
EXCEED \$25.00 PER VISIT.

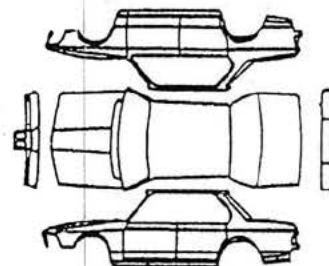
INT.

ARCHER KIA
SERVICE CENTER
11614 SOUTHWEST FRWY.
HOUSTON, TX 77031
(281) 933-9150



Show damage location with codes

- ☒ Stone damage ☐ Dent
☐ Scratch ☒ Collision damage
☐ Undercoating damage (note in remarks)



RO#

TAG#

9692

NAME (LAST, FIRST)			VIN #		
STREET ADDRESS 1-2-19 Todd A has the Bailement Form			COLOR		MILEAGE
CITY	STATE	ZIP CODE	MAKE		MODEL
HOME PHONE	BUSINESS PHONE 12/12/18 3:40		YEAR	LICENSE	
CELL PHONE			E-MAIL	12-10-18	
PRIMARY SERVICE OPERATION C, W, I			EST: Fire by Exhaust.		
Bobby			This is a Pre-existing Problem.		
SERVICE OPERATION C, W, I			STORAGE		
SERVICE OPERATION C, W, I			Customer		
SERVICE OPERATION C, W, I			Humble Tx		
SERVICE OPERATION C, W, I			Priority Tow 713-772-7728		

TERMS: STRICTLY CASH UNLESS OTHER ARRANGEMENTS MADE

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X

CUSTOMER'S SIGNATURE

DATE

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ACKNOWLEDGE

ALL VALUABLES REMOVED FROM VEHICLE

CHECKOUT CHARGE ~~104~~ 104.00

ALL CUSTOMERS WILL BE CHARGED FOR
MISCELLANEOUS SHOP SUPPLIES AND
ENVIRONMENTAL IMPACT FEES AT
THE RATE OF 7% LABOR NOT TO
EXCEED \$25.00 PER VISIT.

INT.

Warranty Coverage

<< Warranty Coverage Validation

NO WARRANTY**Basic Vehicle Information**
☐ Battery Prorating
 ☐ Warranty History
 ☐ Print

VIN #	5XYPG4A34GG [REDACTED]	Year / Model	2016 / UM Sorento (UM)
Serial	125193	Model Description	SORENTO L FWD AUTO / 73212
Engine	G4KJFK21 2.4 LITER ENGINE	Color(Ext/Int)	KCS-SPARKLING SILVER / WK-BLACK
First Name		Last Name	VENCES
Mileage Entered	67950	Retail Mileage	15
Production Date	Oct 07, 2015	Sales Type	KAPR KIA APR SUBVENTION
Retail Date	Nov 28, 2015	Key Code	UM1860
Wholesale Date	Oct 18, 2015	Warranty Start Date	Nov 28, 2015
Selling Dealer	TX108 : Fredy Kia	Branded Title	
Lawsuit	No		
Extended Service Plan	Yes (See Extended Service Contract Information below)	Open Campaigns	Yes (See Campaign Info below)
Owner Transfers	Yes (10/100 coverage NO LONGER applies)	Repairs in Last 60 Days	N
Sirius Subscription	Expired	Sirius ESN	068972245066
Sirius Activation Date	Nov 28, 2015	Sirius Expiration Date	Feb 26, 2016
PDI Performed	Y		
Remark			
CPO Contract Number	CPO # [REDACTED]	CPO Expiration Date	Nov 28, 2025

Service Campaign / Service Action / Recall / Customer Satisfaction Program Information

Issue Number	Issue Type	Description	Dealer Code	Repair Date	Dealer Type
PI1802B	Product Improvement	PI1802 ECU UPGRADE (KSDS) 16MY			
SA234	Service Action	SA234 2016 UM TAILGATE LATCH REPAIR	TX098	Oct 07, 2016	RD
SA240A	Service Action	SA240A JF/UM VCM LOGIC IMPROVEMENT	TX098	Oct 07, 2016	RD
SA292A	Service Action	SA292A JF2.0 UM3.3/2.4/2.0 SHIFT QUALITY	TX108	Jun 24, 2017	RD
SA305A	Service Action	SA305A E-CVVT COVER AND MOTOR PLUG	TX098	Jan 10, 2018	RD

Basic Warranty Coverage Information

Basic Warranty Coverage	N	Remark	
Warranty Start Date	Nov 28, 2015	Warranty Expiration	Nov 28, 2020
Warranty Mileages	60,000	Warranty Terms	60 months (695 days remaining)

Powertrain Coverage Information

Powertrain Coverage	N	Remark	
---------------------	---	--------	--

Warranty Start Date	Nov 28, 2015	Warranty Expiration	Nov 28, 2020
Warranty Mileage	60,000	Warranty Terms	60 months (695 days remaining)

Other Coverage Information

Coverage Type	Available	Start Date	Expiration Date	Warranty Terms	Mileage
Audio/Radio/RSE	N	Nov 28, 2015	Nov 28, 2018	36 months (Expired)	36,000
Adjustments	N	Nov 28, 2015	Nov 28, 2016	12 months (Expired)	12,000
Paint	N	Nov 28, 2015	Nov 28, 2018	36 months (Expired)	36,000
Service Part & Accys	N			12 months	12,000
Emission (8/80)	Y	Nov 28, 2015	Nov 28, 2023	96 months (1790 days remaining)	80,000
Perforation/Corrosion	Y	Nov 28, 2015	Nov 28, 2020	60 months (695 days remaining)	100,000

Extended Service Contract Information (Managed by JM&A - for more info, please contact 866-519-1901)

Product Desc	Coverage Desc	Contract Number	Purchase Date	Purchase Mileage	Contract Months	Contract Mileage	Cancellation Date
WAR: Certified Pre-Owned			Feb 01, 2018	37,491	120	100,000	

Vehicle Option Information

Installed By	Option	Option
Port	CA	Cargo Mat
Port	CF	Carpeted Floor Mats
Port	CN	Cargo Net
Factory	STD	Std. Pkg.

Warranty History**Warranty History**

Repair Date	Claim Type	Dealer Code	R.O.#	Version	Repair Labor	Causal Part	Mileage
Jan 10, 2018	V : SA***/CS***/RB***	TX098		01	170A39R0	PLUG	37,489
Jun 24, 2017	V : SA***/CS***/RB***	TX108		01	170A34R0	ELECTRONIC CONTROL U	29,940
Oct 07, 2016	V : SA***/CS***/RB***	TX098		01	160A14R0	LATCH ASSY-TAIL GATE	16,812
Oct 07, 2016	V : SA***/CS***/RB***	TX098		01	160A26R0	ELECTRONIC CONTROL U	16,812
Nov 02, 2015	I : PDI	TX108		01	UMPD1	PDI	13



ARCHER KIA

Archer Kia
11614 Southwest Freeway
Houston, TX 77031
281-933-9150

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01K1Z060	60000 MILE SERVICE	MO		01K1Z070	70000 MILE SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/30/18		67948	552	661	C	00K1ZL0F	LOF EXPRESS
08/17/18		56127	552	661	C	00K1ZEXMVI	MULTI-PT INSPECT
05/15/18		47978	234	587	I	01K1ZKCP1	KCP1 COMP. LOF
				587	C	01K1ZMVI	MULTI-PT INSPECT
				661	I	00K1ZKES1LOF	KES1COMPLOF
				661	C	00K1ZEXMVI	MULTI-PT INSPECT

SALESPERSON NO.

SERVICE

STATE REG# E

VEHICLE ID NO. 5XYPG4A34G0		YEAR/MAKE/MODEL 16/KIA/SORENTO/4DR FWD L		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
HOUSTON, TX		CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	DATE
		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 7783	
TURBO	MMAC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	K1ZZ	Y	Y	A	67,948	552	JAVIER
RESIDENCE PHONE		BUSINESS PHONE		The Factory Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.			
TIME RECEIVED 09:26am	DATE/TIME PROMISED 11/30/18 06:00pm	PRIORITY	LABOR RATE				
APPOINTMENT ☐ Yes ☒ No		CELL		X			

JOB	1	C * 00K1ZLOF	LOF EXPRESS	All parts removed will be discarded unless instructed otherwise. Check here to Save _____ Customer Initials _____ Parts are new unless otherwise indicated. We guarantee our service work for 12 months or 12,000 miles, whichever comes first. Factory parts and labor. Rental vehicles must be returned the same day repairs are complete. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on street, highway, or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garagekeeper's lien, I have no right of possession to the above vehicle until the repairs have been paid in full or until you and/or your employees have voluntarily released the vehicle to me. Customer Signature _____ This Dealership's Labor Time Guide reflects an average time requirement for performance of specific vehicle repairs and may therefore be either more or less than the actual clock time in any given instance.
	2	C * 00K1ZEXMVI	MULTI-PT INSPECT	

EXPRESS ENGINE OIL AND FILTER CHANGE ENGINE IS KNOCKING

23-POINT INSPECTION (WALK AROUND)

11/30/18 10:35
cust called And said car WAS ON Fire

Irvine, CA


CARFAX® Vehicle History Report™
US \$39.99

Vehicle Information:
2016 KIA SORENTO LX/L
VIN: 5XYPG4A34G
4 DOOR WAGON/SPORT UTILITY
2.4L I4 F DOHC 16V
GASOLINE
FRONT WHEEL DRIVE
[Standard Equipment](#) | [Safety Options](#)
Original Window Sticker

CARFAX Report Provided By:
Kia Motors America
111 Peters Canyon Rd
Irvine, CA 92606
(949) 468-4800

 Accident reported: very minor damage

 **2** Previous owners

 **10** Service history records

 Personal vehicle

 Last owned in Texas

 **67,948** Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/6/19 at 4:24:18 PM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

 Ownership History	 Owner 1	 Owner 2
The number of owners is estimated		
Year purchased	2015	2018
Type of owner	Personal	Personal
Estimated length of ownership	2 years	11 months
Owned in the following states/provinces	Texas	Texas
Estimated miles driven per year	18,292/yr	—
Last reported odometer reading	37,491	67,948

 Title History	 Owner 1	 Owner 2
CARFAX guarantees the information in this section		
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem
 GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms		

 Additional History	 Owner 1	 Owner 2
Not all accidents / issues are reported to CARFAX		
Total Loss No total loss reported to CARFAX.	 No Issues Reported	 No Issues Reported
Structural Damage	No Issues	No Issues

No structural damage reported to CARFAX.	Reported	Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated
Accident / Damage Accident reported on 08/01/2017.	Very Minor Damage	No New Issues Reported
Manufacturer Recall No open recalls reported to CARFAX.	No Recalls Reported	No Recalls Reported



Detailed History

Glossary

Owner 1		Date:	Mileage:	Source:	Comments:
Purchased: 2015 Type: Personal Where: Texas Est. miles/year: 18,292/yr Est. length owned: 12/16/15 - 1/2/18 (2 years)		Not Reported		Kia Motors America, Inc.	Vehicle manufactured and shipped to original dealer Original Window Sticker
 CERTIFIED pre-owned™		10/16/2015	2	Fredy Kia Houston, TX 713-941-3600 fredykia.com	Vehicle offered for sale
		11/02/2015	13	Fredy Kia Houston, TX 713-941-3600 fredykia.com	Pre-delivery inspection completed Drivability/performance checked
		11/28/2015	15	Fredy Kia Houston, TX 713-941-3600 fredykia.com	Vehicle sold
		12/16/2015		Texas Motor Vehicle Dept. Baytown, TX Title [REDACTED]	Title issued or updated First owner reported Titled or registered as personal vehicle Loan or lien reported Vehicle color noted as Silver
		04/30/2016	7,984	Fredy Kia Houston, TX 713-941-3600 fredykia.com	Maintenance inspection completed Oil and filter changed
		09/09/2016	14,735	Fredy Kia Houston, TX 713-941-3600 fredykia.com	Maintenance inspection completed Oil and filter changed Tires rotated
		02/04/2017	22,151	Fredy Kia Houston, TX 713-941-3600 fredykia.com	Maintenance inspection completed Oil and filter changed Tires rotated
		06/24/2017	29,940	Fredy Kia Houston, TX 713-941-3600 fredykia.com	Maintenance inspection completed Oil and filter changed Tires rotated
		08/01/2017		Damage Report	Accident reported Vehicle involved in a rear-end collision Very minor left rear damage reported Airbags did not deploy

Minor damage is usually cosmetic, including dents or scratches to the vehicle body.



12/09/2017	36,895	Fredy Kia Houston, TX 713-941-3600 fredykia.com	Oil and filter changed Emissions or safety inspection performed
12/15/2017		Texas Motor Vehicle Dept. Baytown, TX Title [REDACTED]	Registration issued or renewed Loan or lien reported Passed safety inspection Vehicle color noted as Silver
01/02/2018	37,487	Dealer Inventory	Vehicle offered for sale
01/20/2018		Texas Motor Vehicle Dept. Baytown, TX Title [REDACTED]	Title issued or updated Vehicle color noted as Silver Loan or lien released
02/01/2018	37,491	Kia Certified Dealer Baytown, TX	Sold as a Kia Certified Pre-Owned Vehicle

Owner: 2

Purchased: 2/1/18
Type: Personal
Where: Texas
Est. length of owned: 2/24/18 - present (11 months)

Date:	Mileage:	Source:	Comments:
02/24/2018	37,517	Texas Motor Vehicle Dept. Houston, TX Title [REDACTED]	Title issued or updated New owner reported Loan or lien reported Vehicle color noted as Silver



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

03/27/2018	42,245	Service Facility	Maintenance inspection completed Oil and filter changed
05/15/2018	47,978	Service Facility	Maintenance inspection completed Oil and filter changed
08/17/2018	56,127	Service Facility	Maintenance inspection completed Oil and filter changed
11/30/2018	67,948	Service Facility	Maintenance inspection completed Oil and filter changed

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



Glossary

[View Full Glossary](#)

Accident Indicator

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/6/19 at 4:24:18 PM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner

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

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History

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

Title Issued

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

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

2/6/19 4:24:18 PM (CST)



Consumer Assistance Center Case Report

Printed By: Jenna Simoncelli

Case Number - [REDACTED]

02/06/2019 02:16:52 PM

Case Details

Title: customer alleges my vehicle caught fire while driving on the highway

VIN: 5XYPG4A34GG1 [REDACTED]

Mileage: 67,948

Status: Open

Year: 2016

Model: SORENTO L FWD AUTO

Priority: Standard

Severity: Low

Call Source: Phone - English

Owner: 1-EY-1526

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: HOUSTON

State: TX

Zip: [REDACTED]

Email: [REDACTED]

Dealer Details

Code: TX106

Name: Archer KIA

Case History

*** 12/20/2018 05:36:55 ***

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

*** Phone - Call - Inbound created on 12/20/2018 05:36:49 and created by Jacob Adams ***
customer states

1 my vehicle caught fire while driving on the highway

writer states

1 apologized

2 we would like to gather some information about this

** ran script **

3 advised would be escalating case

*** Note - Others created on 12/20/2018 05:55:01 and created by Jacob Adams ***

Forward to NCA

1 Customer alleges vehicle caught fire while driving on the highway

2 Vehicle is currently down at TX106

3 Customer is requesting to compensate for loss of work tools and vehicle

4 Please review and follow up accordingly

*** 12/20/2018 05:56:21 ***

Dispatched from WIPBin = Default to Queue National CA by Jacob Adams

Reason:

*** 12/20/2018 07:48:08 (GMT-08:00) Pacific Time (US & Canada) ***

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

*** 12/20/2018 07:57:34 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Default of Louis Manuel by Jeff Stroup

Reason:

*** 12/20/2018 08:51:00 ***

Case moved into WIPBin Default and Sub Status of Assigned

*** Phone - Call - Inbound created on 12/20/2018 14:56:05 and created by Alexis TATE ***

Ms. Sanchez (Owner) states

1. I got the fire report # [REDACTED]
2. he told me to call back if I was able to get it.

Wrt states

1. Verified cust info.
2. Apologized, advised noting case for CM to follow up.

Cust states

1. Okay.

Wrt states

1. Anything else I can do for you?

Cust states

1. I am going to get fire report, it will be mailed, do I need to mail to you?
2. The recall was mailed to me on 11/30 that was the day it caught on fire.

Wrt states

1. Advised not in NCA, and if NCA needs more info will request it.

Cust states

1. Okay thank you.

***Transferred to survey

*** Phone - Call - Inbound created on 12/26/2018 07:17:00 (GMT-07:00) Mountain Time (US & Canada) and created by Octavia Murray ***

Customer states:

1. I wanted to get an update on my case

Writer states:

1. Apologized
2. You case is with NCA
3. They will f/u with you to go over more info

Customer states:

1. Thank you

Writer states:

1. You're welcome
2. Thank you for choosing Kia

*** 12/27/2018 09:07:26 ***

Case moved into WIPBin Intro Calls and Sub Status of Assigned

*** Phone - Call - Outbound created on 12/27/2018 09:47:58 and created by Louis Manuel ***

writer called customer and stated:

1. can you please recall the event?

Customer states:

1. husband was driving the car
2. saw smoke and pulled over
3. had to punch his way out the window. Injured his thumb

wtr stated

1. do you have an open insurance claim?

cust states:

1. yes but they will not settle/cover

wtr stated:

1. where is the current location of the veh?
2. do you have any photos or videos of veh (fire/police report)
3. is there anything you are requesting from KIA?

cust states

1. Archer Kia TX106
2. yes I can send photos and receipts of the things lost
3. pay for items lost and the vehicle

wtr stated:

1. once photos have been received, we will review and contact you.

*** Phone - Call - Inbound created on 01/02/2019 15:39:49 and created by ANGELA HAYES ***

richard with TX106 states

- 1 I guess we should open a CA case for this vehilce

5xypg4a34gg1[REDACTED]
richard of TX106
Customer Name: y[REDACTED]
Customer phone #: [REDACTED]
Customer address: [REDACTED] houston tx [REDACTED]
VIN:
MY and Mileage: 67950
Most recent RO #: [REDACTED]
Open Date 11/30/18
Close Date still open
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: under PI1802B
Customer states engine knocking
Dealer states we did an oil change but did not stop knocking cust took it home and said it caught on fire
it has holes in the side of the block, the oil cap melted
Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: N
Repair History of current concern with dates (Open and Closed) and mileage:
1. Dates
RO #
Customer states
Dealer states

ETA for completion of repairs (if applicable): N
Parts on order (Y/N), if so obtain part#, order#:
Part #
Order #
Techline Case (if applicable): N
Rental / Loaner Provided? If so, since when?: N
they were in a loaner vehicle and they wrecked it so the insurance will not let us put them in another one
Dealer contacted DPSM (if needed): N
Vehicle repaired?: Y
Customer has possession?: N
Dealer Code/Selling Dealer (Y or N): TX106
Original Owner (Y or N): N
What is current Customer Request (if needed):

*** 01/04/2019 11:45:29 ***

Case moved into WIPBin Pending Docs and Sub Status of Assigned

*** Phone - No Callback created on 01/07/2019 07:43:11 and created by Sarah Samples ***

Cust states:

1. calling to check on status of my case as I have not heard anything

wrt states;

1. apologized

2. advised will notate case and have Team Lead reach out to national agent and request a phone call back

Cust states:

1. OK thank you any help would be appreciated

*** Phone - Call - Inbound created on 01/07/2019 09:10:37 and created by Louis Manuel ***

wtr called customer

writer states:

1. apologized

2. have received the documents you had sent

3. just got off the phone with Gary at Archer Kia

4. Archer Kia says they advised cust not to drive bc engine was knocking

5. archer kia said cust insisted oil change to be performed

6. archer advised cust not to leave the lot

cust states

1. no one told us there was an engine knock

2. we went to archer to get regular maintenance

3. after the oil change they just said we were 'good to go'

4. did not mention the engine knock to my spouse.

5. would we still be under warranty? got the car around 33k miles

writer states:

1. you would be under 2nd owner 5yr/60k mile wty

2. i will review this information with my team and get back to you

3. in terms of the rental you requested, baytown will not provide a rental

4. advised cust to call archer and tell situation

5. advised we can reimburse up to \$35 a day for rental after claim is completed

*** 01/08/2019 08:56:21 ***

Case moved into WIPBin Pending Engineer Review and Sub Status of Assigned

*** Phone - Call - Inbound created on 01/10/2019 16:40:45 and created by Louis Manuel ***
TREAD review complete.

*** Phone - Call - Outbound created on 01/18/2019 09:59:11 and created by Louis Manuel ***
writer called gary SA at TX106
writer states:
1. please take any photos of hole in block, dipstick etc
2. gave email
3. thanked

*** Phone - Call - Outbound created on 01/18/2019 10:01:44 and created by Louis Manuel ***
writer called cust
writer states:
1. req'd maintenance recs

cust states:
1. idk if i have many to send
2. i get all my oil changes done at archer
3. will send what i have

writer states:
1. thanked

*** 01/29/2019 15:46:44 ***
Case moved into WIPBin TL Cases and Sub Status of Assigned

*** 02/01/2019 15:48:16 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Note - Others created on 02/01/2019 16:04:31 and created by Louis Manuel ***
1. veh down at archer kia
2. cust in rental via fort bend kia as of 2/2/19
3. fort bend kia contact: tim dufner tdufner@fbkia.com

*** Phone - Call - Outbound created on 02/06/2019 12:09:31 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with cust. Left message for CB

*** Phone - Call - Outbound created on 02/06/2019 12:14:58 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Sent: Wednesday, February 06, 2019 12:15 PM
To: 'jparada@archerauto.com'
Subject: Kia Motors America [REDACTED] / 5XYPG4A34GC [REDACTED]

Hi Javier,

Thank you for speaking with me. As discussed, a representative with Morley will be inspecting the vehicle on our behalf.

Please let me know if you have any questions.

Thank you,

*** Note - Others created on 02/06/2019 12:19:02 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE [REDACTED] WE BELIEVE THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL CONFIRM THAT ANY INSPECTION REPORTS WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE.

*** Phone - Call - Inbound commitment created on 02/06/2019 12:19:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 02/08/2019 and created by Alex Villalpando ***

Attachments

***** End Case Report [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] [REDACTED]
	A-3) What is the age of the driver?	[REDACTED]
	A-4) How many other passengers were in the vehicle?	none
	A-5) Where was each passenger sitting in the vehicle & what is each person's name and age?	N/A
	A-6) Were there any objects in the luggage compartment, passenger compartment, being towed, or	work tools, car seat
	B-1) What was the date & time of the incident?	11/30/2018 10:15:00 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?	10:15:00 AM
	B-3) Describe the road & weather conditions at the time of the incident.	freeway, 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	driving on the freeway started seeing smoke then the fire got off the freeway then broke the window to get out
	B-6) Was the engine on, off or in accessory mode?	on and in park
	B-7) Were any warning lights on or recent service done prior to the incident?	none
	B-8) Have there ever been any aftermarket accessories installed on the vehicle?	none
	B-9) What is the closest address or cross streets, city, and state to where the incident happened?	4000 Greenbriar Dr Houston, TX 77098
	C-1) Which fire agency responded?	local fire dept.
	C-2) What is the fire report number?	unknown
	D-1) Where is the vehicle now?	Archer KIA
	D-2) Have any repairs been completed?	none
	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?	to compensate for loss of work tools and vehicle

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OPEN ▼

Vehicle Info

5XYPG4A34GG- [REDACTED]

Go

Key Code & Pin code Search

Search Key/PIN code

KMA Local VIN Info

Body Type	Model Year	T/M Type	Engine No.	Prod Date	Delivery Date	Dealer Code	Interior Color	Exterior Color
4DR SPORT	2016		G4KJFK211431	20151007	20151128	TX108	WK	KC

PIO Info

CA	Cargo Mat
CF	Carpeted Floor Mats
CN	Cargo Net

DTC Guide Manual

DTC Guide Manual for SORENTO(UNA) - 2016 - G 2.4 GDI THETA II

Vehicle Specification

Engin No	G4KJFK211431	ACU Code	C600	Delivery Date	20151128
Production Date	2015-10-08	Shipping Date	20151013	Interior Color	WK
Exterior Color	KCS	Country	B28VA	MODEL YEAR	2016 MY
MODEL 2ND	MODEL 2ND (C6)	DRIVE TYPE	LHD	BODY TYPE	5 PERSONS
GRADE	MIDDLE GRADE	FUEL	UNLEADED	Engine Capacity	2400CC
FUEL TANK	71 LITER	ABS	ABS	PARKG BRAKE	FOOT
ESC	ESC	USE	DOMESTIC	TIRE MATERIAL	LRR
BATTERY	80AH (20HR)	RR HEATING DUCT	2ND SEAT	CAR AUDIO	STANDARD INT DOT LCD+SDARS
TIRE SOURCE	KUM HO	CARBURETOR	GDI	AUDIO HEAD UNIT	AUDIO STD
INSIDE MIRROR	DAY&NIGHT	SPOILER	SPOILER	RADIATOR GRILLE	Black
SEAT COVER	CLOTH	SUNVISOR	CLOTH	STEERG GEAR & LINKAGE	MDPS-COLUMN
B PILLAR	B PILLAR-STANDARD	TIRE ASSY MAIN	235/65 R17	SPARE TIRE	SPARE TIRE
PASS SEAT BACK POCKET	PASS SEAT POCKET	C PILLAR	C PILLAR	CRUISE CONTROL	AUTO CRUISE CONTROL
D PILLAR	D PILLAR	Console Cover	Art Leather	EVAP. GAS CONTROL	EURO-3
MAP LAMP	O/HEAD CONSOLE LAMP	Roof Trim	CLOTH-STD	CLUSTER TYPE	CONVENTIONAL
RR COMBI LAMP	CLEAR	Arm Rest Covering	Art Leather	DRIVER POWER WINDOW	AUTO UP/DOWN
PASS POWER WINDOW	NONE AUTO	LED POSITION LAMP	LIGHT GUIDE	DRIVER O/S MIRROR	ELECTRIC HTD-FLAT
PASS O/S MIRROR	ELECTRIC HTD-CONV	CARGO LAMP	CARGO LAMP	SEAT BACK POCKET	PNL
GRANISH SIDE	BLACK	LUGGAGE TRIM	PLASTIC	CUP HOLDER	WITHOUT COVER
BUMPER MOULDING	NATURAL	SKID PLATE	NATURAL	DRIVER HEADREST	UP/DOWN
TRIP COMPUTER	TRIP COMPUTER-INTERGRATED	TPMS HIGH LINE	TPMS HIGH LINE	Upper Trim Finishing	TPO FR
DOOR CENTER TRIM	PAINT	UPPER DOOR TRIM	HYDRO GRAPHIC	SUNVISOR ILLUMINATED	NORMAL LIGHT
MODEL (1)	MODEL (C6)				

Campaign History

Campaign #	Description	Completed	Bulletin
------------	-------------	-----------	----------

Service Action History

Campaign #	Description	Completed	Bulletin
SA234	SA234 2016 UM TAILGATE LATCH REPAIR	Y	
SA240A	SA240A JF/UM VCM LOGIC IMPROVEMENT	Y	Show
SA292A	SA292A JF2.0 UM3.3/2.4/2.0 SHIFT QUALITY	Y	Show
SA305A	SA305A E-CVVT COVER AND MOTOR PLUG	Y	

Warranty History

Repair Date	Mileage	OP Code	Causal Part	N Code	C Code
-------------	---------	---------	-------------	--------	--------

2016

Kia SORENTO L FWD AUTO

VIN: 5XYTG4A34G0 [REDACTED]

Recall data refreshed on Feb 19, 2019

0 Recalls

associated with this VIN

What if my car isn't recalled now? Could it be recalled later?

Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.

Look for this distinct label to distinguish critical safety recall information from other marketing material.



Photo No. 31: Crankshaft would not rotate

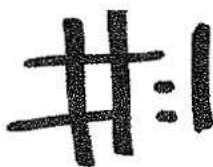


Photo No. 32: Rear exhaust system and oil residue from rear engine block rupture

Temperature (° F)	Actual	Historic Avg.	Record
Civil Twilight		6:34 AM	5:49 PM
Nautical Twilight		6:04 AM	6:18 PM
Astronomical Twilight		5:35 AM	6:47 PM
Moon: waning crescent		12:17 AM	1:27 PM

Daily Observations

Time	Temperature	Dew Point	Humidity	Wind	Wind Speed	Wind Gust	Pressure	Precip.	Precip Accum	Condition
Fri Nov 30 2018 00:23:00 GMT-0600 (Central Standard Time)	67 ° F	66 ° F	97 %	SE	5 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 00:30:00 GMT-0600 (Central Standard Time)	67 ° F	66 ° F	97 %	SE	5 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 00:53:00 GMT-0600 (Central Standard Time)	67 ° F	66 ° F	97 %	SE	6 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 01:24:00 GMT-0600 (Central Standard Time)	68 ° F	66 ° F	93 %	SSE	5 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 01:53:00 GMT-0600 (Central Standard Time)	68 ° F	66 ° F	93 %	S	5 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 02:24:00 GMT-0600 (Central Standard Time)	68 ° F	66 ° F	93 %	CALM	0 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 02:53:00 GMT-0600 (Central Standard Time)	68 ° F	66 ° F	93 %	S	3 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 03:14:00 GMT-0600 (Central Standard Time)	67 ° F	66 ° F	97 %	SSE	5 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 03:53:00 GMT-0600 (Central Standard Time)	67 ° F	66 ° F	97 %	SSE	5 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 04:15:00 GMT-0600 (Central Standard Time)	67 ° F	66 ° F	97 %	SE	5 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 04:53:00 GMT-0600 (Central Standard Time)	67 ° F	66 ° F	97 %	SSE	5 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 05:30:00 GMT-0600 (Central Standard Time)	67 ° F	66 ° F	97 %	SE	6 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 05:53:00 GMT-0600 (Central Standard Time)	67 ° F	65 ° F	93 %	SSE	6 mph	0 mph	29.8 in	0.0 in	0.1 in	Fog
Fri Nov 30 2018 06:53:00 GMT-0600 (Central Standard Time)	67 ° F	66 ° F	97 %	SE	5 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 06:53:00 GMT-0600 (Central Standard Time)	67 ° F	66 ° F	97 %	SE	3 mph	0 mph	29.8 in	0.0 in	0.0 in	Fog
Fri Nov 30 2018 07:19:00 GMT-0600 (Central Standard Time)	67 ° F	66 ° F	97 %	SSE	3 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 07:31:00 GMT-0600 (Central Standard Time)	67 ° F	66 ° F	97 %	SSE	3 mph	0 mph	29.8 in	0.0 in	0.0 in	Fog
Fri Nov 30 2018 07:41:00 GMT-0600 (Central Standard Time)	67 ° F	66 ° F	97 %	SE	5 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 07:46:00 GMT-0600 (Central Standard Time)	67 ° F	66 ° F	97 %	SSE	5 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 07:53:00 GMT-0600 (Central Standard Time)	68 ° F	66 ° F	93 %	SE	3 mph	0 mph	29.8 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 08:53:00 GMT-0600 (Central Standard Time)	71 ° F	68 ° F	90 %	SSE	7 mph	0 mph	29.8 in	0.0 in	0.0 in	Mostly Cloudy
Fri Nov 30 2018 09:53:00 GMT-0600 (Central Standard Time)	74 ° F	68 ° F	82 %	SSE	14 mph	20 mph	29.8 in	0.0 in	0.0 in	Partly Cloudy
Fri Nov 30 2018 10:53:00 GMT-0600 (Central Standard Time)	77 ° F	68 ° F	74 %	SSE	13 mph	0 mph	29.8 in	0.0 in	0.0 in	Partly Cloudy
Fri Nov 30 2018 11:53:00 GMT-0600 (Central Standard Time)	80 ° F	68 ° F	67 %	SSE	16 mph	23 mph	29.7 in	0.0 in	0.0 in	Partly Cloudy
Fri Nov 30 2018 12:11:00 GMT-0600 (Central Standard Time)	78 ° F	68 ° F	71 %	SSE	14 mph	0 mph	29.7 in	0.0 in	0.0 in	Mostly Cloudy
Fri Nov 30 2018 12:53:00 GMT-0600 (Central Standard Time)	77 ° F	67 ° F	71 %	SSE	13 mph	24 mph	29.7 in	0.0 in	0.0 in	Mostly Cloudy
Fri Nov 30 2018 13:53:00 GMT-0600 (Central Standard Time)	77 ° F	69 ° F	76 %	SSE	13 mph	22 mph	29.6 in	0.0 in	0.0 in	Mostly Cloudy
Fri Nov 30 2018 14:38:00 GMT-0600 (Central Standard Time)	78 ° F	69 ° F	74 %	SSE	10 mph	0 mph	29.6 in	0.0 in	0.0 in	Mostly Cloudy
Fri Nov 30 2018 14:53:00 GMT-0600 (Central Standard Time)	79 ° F	68 ° F	69 %	S	15 mph	0 mph	29.6 in	0.0 in	0.0 in	Mostly Cloudy
Fri Nov 30 2018 15:12:00 GMT-0600 (Central Standard Time)	77 ° F	68 ° F	74 %	SSE	12 mph	0 mph	29.6 in	0.0 in	0.0 in	Mostly Cloudy
Fri Nov 30 2018 15:43:00 GMT-0600 (Central Standard Time)	76 ° F	69 ° F	79 %	S	10 mph	0 mph	29.6 in	0.0 in	0.0 in	Mostly Cloudy
Fri Nov 30 2018 15:53:00 GMT-0600 (Central Standard Time)	76 ° F	69 ° F	79 %	SSE	9 mph	0 mph	29.6 in	0.0 in	0.0 in	Mostly Cloudy
Fri Nov 30 2018 16:53:00 GMT-0600 (Central Standard Time)	74 ° F	69 ° F	85 %	SSE	12 mph	0 mph	29.6 in	0.0 in	0.0 in	Mostly Cloudy
Fri Nov 30 2018 17:26:00 GMT-0600 (Central Standard Time)	74 ° F	70 ° F	87 %	SSE	12 mph	0 mph	29.6 in	0.0 in	0.0 in	Light Rain
Fri Nov 30 2018 17:42:00 GMT-0600 (Central Standard Time)	74 ° F	70 ° F	87 %	SSE	12 mph	0 mph	29.6 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 17:53:00 GMT-0600 (Central Standard Time)	73 ° F	70 ° F	90 %	SSE	6 mph	0 mph	29.6 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 18:28:00 GMT-0600 (Central Standard Time)	73 ° F	70 ° F	90 %	SSE	10 mph	0 mph	29.6 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 18:35:00 GMT-0600 (Central Standard Time)	73 ° F	70 ° F	90 %	S	8 mph	0 mph	29.6 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 18:53:00 GMT-0600 (Central Standard Time)	73 ° F	70 ° F	90 %	S	10 mph	0 mph	29.6 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 19:53:00 GMT-0600 (Central Standard Time)	73 ° F	70 ° F	90 %	SSE	8 mph	0 mph	29.6 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 20:53:00 GMT-0600 (Central Standard Time)	73 ° F	70 ° F	90 %	SSE	14 mph	20 mph	29.6 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 21:53:00 GMT-0600 (Central Standard Time)	74 ° F	71 ° F	91 %	S	13 mph	24 mph	29.6 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 22:53:00 GMT-0600 (Central Standard Time)	74 ° F	71 ° F	91 %	S	12 mph	0 mph	29.6 in	0.0 in	0.0 in	Cloudy
Fri Nov 30 2018 23:53:00 GMT-0600 (Central Standard Time)	74 ° F	71 ° F	91 %	S	9 mph	0 mph	29.6 in	0.0 in	0.0 in	Cloudy



Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

PRODUCT IMPROVEMENT CAMPAIGN

November 30, 2018

Dear Kia Sorento Owner:

Kia Motors America, Inc. is conducting an important Product Improvement Campaign to perform a software update on all 2016-2018 MY Sorento vehicles equipped with 2.4L Gasoline Direct Injection ("GDI") and 2.0L Turbocharged GDI ("T-GDI") engines to protect the engine from excessive connecting rod bearing damage. The update will be done free of charge and will only involve the addition of newly developed computer software for the Engine Control Unit (ECU).

Why is Kia Conducting This Product Improvement Campaign?

Kia recently developed a Knock Sensor Detection System (KSDS) that detects vibrations indicating the onset of excessive connecting rod bearing wear in the engine. The KSDS is designed to alert a vehicle driver at an early stage of bearing wear before the occurrence of severe engine damage including engine failure.

What Will Kia Do?

- At no cost to you, Kia will perform a software update to the ECU in your vehicle.
- Kia is also providing lifetime warranty coverage to both new and used vehicle owners for engine long block assembly repairs needed due to excessive connecting rod bearing damage upon completion of this Product Improvement Campaign.

What Should You Do?

- Please contact your Kia dealership immediately to have the KSDS software installed on your vehicle and to take advantage of this lifetime warranty on your engine should your engine suffer damage due to excessive connecting rod bearing wear in the future. The estimated time required to update the ECU in your vehicle is approximately one (1) hour, depending on your dealer's schedule. We recommend that you contact your local Kia dealer to schedule a service appointment by phone or online to minimize inconvenience.
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



IMPORTANT

Continue to follow the maintenance schedule outlined in Section 7 (Maintenance) of your vehicle's Owner's Manual. Keep copies of your receipts/repair orders to show compliance with the vehicle's maintenance schedule.

- Place this letter in your vehicle's glove compartment, preferably together with your vehicle's other warranty information. When seeking service, refer this letter to your servicing dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.

What Will Happen Once The Knock Sensor Detection System Software Update Has Been Completed?

If excessive bearing wear is detected after the KSDS software update has been completed, the following will occur:





Checking *2849



17
DEC
2018

Debit For Checkcard
Xxxxxxx5138 12/15/18lyft
*ride Fri 11pm Lyft.com

-\$15.63

 Categories Pending

-\$40.99



DEBIT

-\$15.63

Transaction Date

12/17/2018

Posted Date

12/17/2018



See Financial Tools



Rental Company: ENTERPRISE RENT-A-CAR
 Invoice: [REDACTED]
 Alternate Invoice Number: [REDACTED]

Bill To: 06A0216
 FORT BEND KIA
 ATTN: TIM DUFNER
 26633 Southwest Freeway
 Rosenberg, TX 77471

RENTER INFORMATION:

Renter: [REDACTED]

RENTAL INFORMATION:

Rental Branch Location:
 ENTERPRISE RENT-A-CAR (0616)
 3926 AVE H #22
 ROSENBERG, TX 774712842
 (281) 342-0225

ADDITIONAL CLAIM INFORMATION:

AP# or RO#/PO# [REDACTED]

Owner's Vehicle: 2016 KIA OTHER
 Additional Driver:

Repair Facility:

FORT BEND KIA
 ROSENBERG, TX 77471
 (281) 239-1000

RENTAL DETAIL:

Rental Period: 2/2/19 to 4/27/19 (85 days)
 Billed Period: 2/2/19 to 4/27/19 (85 days)

Products and Services	Rate	Amount
4 DAYS @	29.86	\$119.44
3 WEEKS @	149.30	\$447.90
2 MONTHS @	597.20	\$1,194.40
6 DAYS DW @	14.99	\$89.94
1 MISC EXP	29.94	\$29.94
6 UNDERAGE	10.00	\$60.00
Taxes and Surcharges		
1 SURCHARGE (TX FEE REIMB INCL)	165.75	\$165.75
1 TX MVRTX	6.25%	\$131.71
Total Charges:		\$2,239.08
Less Amount Received:		\$191.12
Total Amount Due:		\$2,047.96

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
2/2/19 9:48 AM	2018	HYUN	ELAN	5NPD84LF8 [REDACTED]	33609	38339	4730	\$29.86

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (06AA)
 13805 WEST ROAD, STE 100

HOUSTON, TX 77041-1115
 Federal ID:26-4086616

Total Charges: \$2,239.08
Less Amount Received: \$191.12
Total Amount Due..... **\$2,047.96**

Please include on your check:
 Invoice: D991265-0616

**ARCHER KIA**

Archer Kia
11614 Southwest Freeway
Houston, TX 77031
281-933-9150

SERVICE HOURS
Mon-Fri 7:00 - 6:00

CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	JAVIER	552	TAG NO	7783	INVOICE DATE	11/30/18	INVOICE NO	[REDACTED]
[REDACTED]		LABOR RATE	[REDACTED]		LICENSE NO	[REDACTED]		67,948	COLOR	/
HOUSTON, TX		YEAR / MAKE / MODEL					16/KIA/SORENTO/4DR FWD L	DELIVERY DATE	[REDACTED]	
[REDACTED]		VEHICLE I.D. NO.					5 X Y P G 4 A 3 4 G G	SELLING DEALER NO.	[REDACTED]	
[REDACTED]		F.T.E. NO.					[REDACTED]	R.O. DATE	11/30/18	REPRINT# 1
RESIDENCE PHONE	[REDACTED]		BUSINESS PHONE	[REDACTED]		COMMENTS				

MO: 67948

JOB# 1 CHARGES

LABOR-----
J# 1 00K1ZLOF LOF EXPRESS TECH(S):661 11.45
EXPRESS ENGINE OIL AND FILTER CHANGE ENGINE IS KNOCKING
MAINTENANCE
REPLACED ENGINE OIL AND FILTER . CHANGED OIL BUT ENGINE IS
STILL KNOCKING

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	
1 26300-35504 FILTER ASSY-ENG 6.59 6.59	
5 SUR15-96 QUANTUM X5 SW20 2.79 2.79	
1 21513-23001 GASKET-OIL PLUG 1.02 1.02	
TOTAL - PARTS 21.56	

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
HAZ HAZARDOUS DISPOSAL 1.50	
LDD LABOR DOLLAR DISCOUNT -5.53	
PDD PARTS COUPON DISC -5.53	
TOTAL - MISC -9.56	

JOB# 1 TOTALS

LABOR	11.45
PARTS	21.56
MISC	-9.56

JOB# 1 JOURNAL PREFIX K1QS JOB# 1 TOTAL 23.45

JOB# 2 CHARGES

LABOR-----
J# 2 00K1ZEXMVI MULTI-PT INSPECT TECH(S):661 0.00
23-POINT INSPECTION (WALK AROUND)
MAINTENANCE
PERFORMED MULTI-POINT INSPECTION AND WALK AROUND

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1QS JOB# 2 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
JOB # A SS SHOP SUPPLIES 1.03	
TOTAL - MISC 1.03	

Parts are new unless otherwise indicated. We guarantee our service work for 12 months or 12,000 miles, whichever comes first. Factory parts and labor. Rental vehicles must be returned the same day repairs are complete.

The Factory Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

\$25.00 per day storage fee for vehicle left longer than three days after completion.

Repairs properly completed and checked by:

Authorized Signature



Archer Kia
11614 Southwest Freeway
Houston, TX 77031
281-933-9150

SERVICE HOURS
Mon-Fri 7:00 - 6:00

CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR	JAVIER	552	TAG NO.	7783	INVOICE DATE	11/30/18	INVOICE NO.	[REDACTED]	
[REDACTED]		LABOR RATE		LICENSE NO.		MILEAGE	67,948	COLOR	/	STOCK NO.	[REDACTED]
HOUSTON, TX		YEAR / MAKE / MODEL					16/KIA/SORENTO/4DR FWD L		DELIVERY DATE		DELIVERY MILES
[REDACTED]		VEHICLE ID NO.					5 X Y P G 4 A 3 4 G G		SELLING DEALER NO.		PRODUCTION DATE
[REDACTED]		P.T.E. NO.					P.O. NO.		R.O. DATE		11/30/18
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS							
MO: 67948											

TOTALS-----		TOTAL LABOR...		11.45
*****		TOTAL PARTS....		21.56
* [] CASH [] CHECK CK NO. []		TOTAL SUBLET...		0.00
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL G.O.G....		0.00
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL MISC CHG.		2.53
*****		TOTAL MISC DISC		-11.06
		TOTAL TAX.....		1.99
		TOTAL INVOICE \$		26.47

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

Parts are new unless otherwise indicated. We guarantee our service work for 12 months or 12,000 miles, whichever comes first. Factory parts and labor. Rental vehicles must be returned the same day repairs are complete.

The Factory Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

\$25.00 per day storage fee for vehicle left longer than three days after completion.

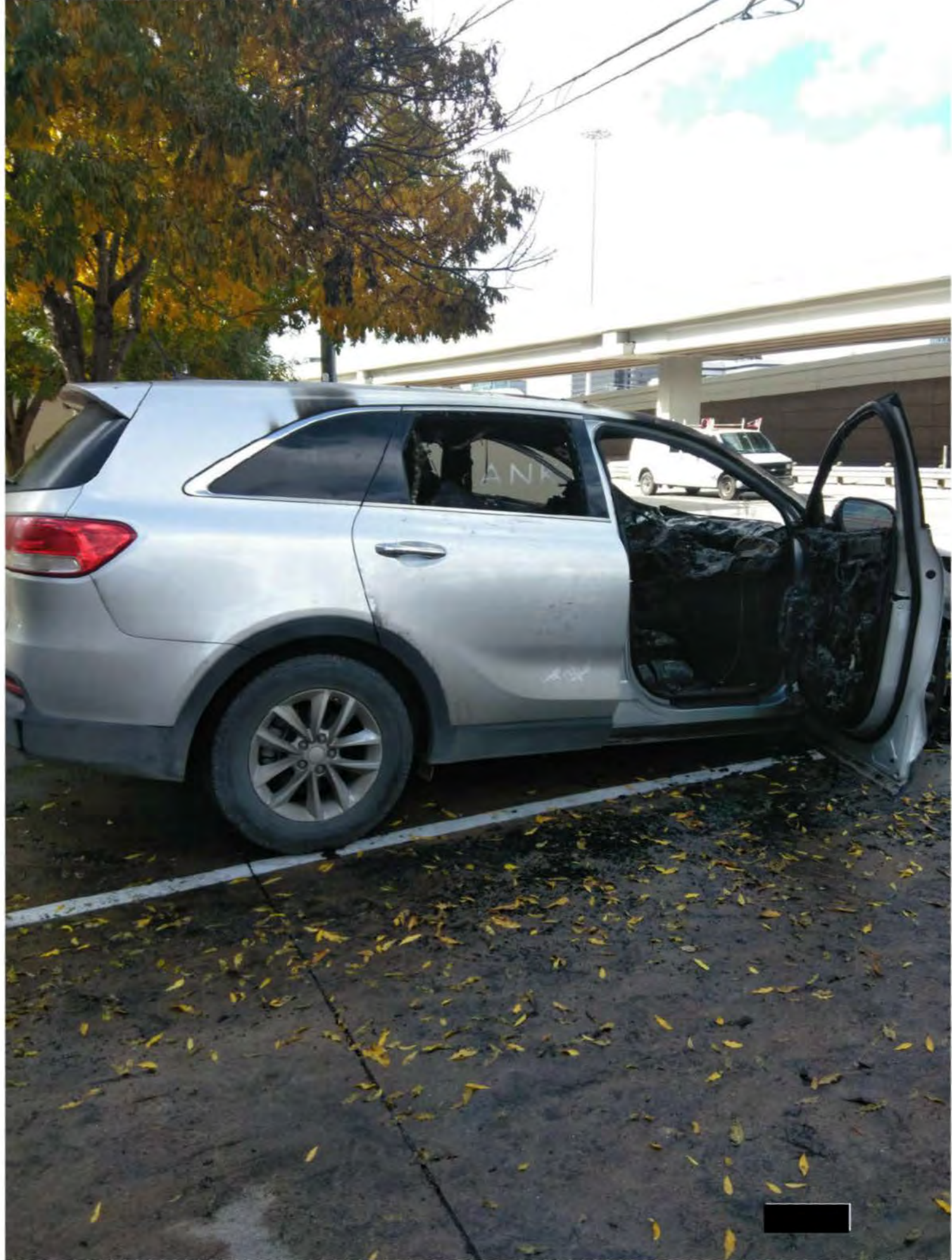
Repairs properly completed and checked by:

Authorized Signature











MOTOR VEHICLE RETAIL INSTALLMENT SALES CONTRACT SIMPLE FINANCE CHARGE

Dealer Number N/A Contract Number N/A

BUYER	SELLER/CREDITOR <u>Community KIA</u>
ADDRESS	ADDRESS <u>4221 L-10 east</u>
CITY <u>Houston</u> STATE <u>TX</u> ZIP	CITY <u>BAYTOWN</u> STATE <u>TX</u> ZIP <u>77521</u>
PHONE	PHONE <u>(281) 421-3737</u>

CO-BUYER
ADDRESS
CITY <u>Houston</u> STATE <u>TX</u> ZIP
PHONE <u>N/A</u>

The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.

PROMISE TO PAY: The credit price is shown below as the "Total Sales Price." The "Cash Price" is also shown below. By signing this contract, you choose to purchase the vehicle on credit according to the terms of this contract. You agree to pay us the Amount Financed, Finance Charge, and any other charges in this contract. You agree to make payments in U.S. funds according to the Payment Schedule in this contract. If more than one person signs as a buyer, you agree to keep all the promises in this agreement even if the others do not.

You have thoroughly inspected, accepted, and approved the vehicle in all respects.

VEHICLE IDENTIFICATION

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	☐ NEW ☐ DEMONSTRATOR ☐ FACTORY ☒ OFFICIAL/EXECUTIVE ☒ USED	USE FOR WHICH PURCHASED PERSONAL, FAMILY, OR HOUSEHOLD, UNLESS OTHERWISE INDICATED BELOW. If either of the boxes below is checked, Chapter 353 of the Texas Finance Code applies to this Contract. ☐ BUSINESS OR COMMERCIAL ☐ AGRICULTURAL ☐ N/A
2016	Kia	Sorento	5XYPG4A34GG		

Trade-in: Make N/A Model N/A
 Year N/A VIN N/A License No. N/A

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
14.20 %	\$ 8,874.75	\$ 18,820.00	\$ 28,494.75	\$ 29,494.75

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	379.93	Monthly beginning 3/3/2018
N/A	N/A	N/A

Or as follows
N/A

Late Charge: If we do not receive your entire payment within 15 days after it is due (10 days if you are buying a heavy commercial vehicle), you will pay a late charge of 5% of the scheduled payment.
 Prepayment: If you pay early, you will not have to pay a penalty.
 Security Interest: We will have a security interest in the vehicle being purchased.
 Additional Information: See this document for more information about nonpayment, default, security interests, and any required repayment in full before the scheduled date.

PROPERTY INSURANCE: You must keep the collateral insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract. You may obtain property insurance from anyone you want or provide proof of insurance you already have. The insurer must be authorized to do business in Texas. You agree to give us proof of property insurance. You must name us as the person to be paid under the policy in the event of damage or loss.

If any insurance is checked below, policies or certificates from the insurance companies will describe the terms, conditions, and deductibles.

Optional Credit Life and Credit Disability Insurance

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

- ☐ Credit Life, one buyer \$ N/A Term N/A
☐ Credit Life, both buyers \$ N/A Term N/A
☐ Credit Disability, one buyer \$ N/A Term N/A
☐ Credit Disability, both buyers \$ N/A Term N/A

N/A
 (Insurance Company)

N/A
 (Home Office Address)

Credit life insurance pays only the amount you would owe you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the term of the insurance is 121 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.

You want the insurance indicated above.

X N/A Buyer's signature N/A Date
 X N/A Co-Buyer's signature N/A Date

Optional Insurance Coverages and Debt Cancellation Agreement

The granting of credit will not be dependent on the purchase of either the insurance coverages or the debt cancellation agreement described below. It will not be pre-arranged and agree to pay the extra cost. The process will not be affected by whether or not you buy these

ITEMIZATION OF AMOUNT FINANCED	
1 Cash Price (including any accessories, services, taxes, APPEARANCE PROTECT \$ <u>360.00</u> , <u>N/A</u> \$ <u>N/A</u> , <u>N/A</u> \$ <u>N/A</u> , and Sales Tax \$ <u>999.37</u>)	\$ <u>18,882.44</u> (1)
2 Total Downpayment = (if negative, enter "0" and see Line 4A below)	
Gross Trade-In	\$ <u>N/A</u>
- Pay Off Made By Seller	\$ <u>N/A</u>
- Cash Paid to Buyer for Trade-In	\$ <u>N/A</u>
= Net Trade-In	\$ <u>N/A</u>
+ Cash	\$ <u>1,000.00</u>
+ Mfr. Rebate	\$ <u>N/A</u>
+ Other (describe) <u>N/A</u>	\$ <u>N/A</u>
Total Downpayment	\$ <u>1,000.00</u> (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ <u>15,882.44</u> (3)
4 Other Charges including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts.):	
A Net trade-in payoff to <u>N/A</u>	\$ <u>N/A</u>
B Cost of Optional Credit Insurance Paid to Insurance Company or Companies:	
Life \$ <u>N/A</u>	
Disability \$ <u>N/A</u>	\$ <u>N/A</u>

C Other Optional Insurance Paid to Insurance Company or Companies \$ N/A

D Official Fees Paid to Government Agencies

1) to N/A for N/A \$ N/A

2) to N/A for N/A \$ N/A

3) to N/A for N/A \$ N/A

E Debt Cancellation Agreement Fee Paid to the Seller \$ N/A

F Dealer's Inventory Tax (if Not Included in Cash Price) \$ 41.81

G Sales Tax (if Not Included in Cash Price) \$ N/A

H Other Taxes (if Not Included in Cash Price) \$ N/A

I Government License and/or Registration Fees \$ 87.25

J Government Certificate of Title Fees \$ 33.00

K Government Vehicle Inspection Fees \$ 25.50

L Deputy Service Fee Paid to Dealer \$ N/A

M Documentary Fee (Cargo Documental) \$ 150.00

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS RELATING TO THE SALE. A DOCUMENTARY FEE MAY NOT EXCEED A REASONABLE AMOUNT AGREED TO BY THE PARTIES. THIS NOTICE IS REQUIRED BY LAW.

UN CARGO DOCUMENTAL NO ES UN CARGO OFICIAL. LA LEY NO EXIGE QUE SE IMPONGA UN CARGO DOCUMENTAL. PERO ESTE PODRÍA COBRARSE A LOS COMPRADORES POR EL MANEJO DE LA DOCUMENTACIÓN EN RELACIÓN CON LA VENTA. UN CARGO DOCUMENTAL NO PUEDE EXCEDER UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES. ESTA NOTIFICACIÓN SE EXIGE POR LEY.

N Other Charges (Seller must identify who is paid and describe purpose.)

to State for Plate Transfer Fee \$ N/A

for N/A for N/A \$ N/A

FIRST EXTENDED SERVICE New Comprehensive \$ 2,500.00

for N/A for N/A \$ N/A

for N/A for N/A \$ N/A

for N/A for N/A \$ N/A

for N/A for N/A \$ N/A

for N/A for N/A \$ N/A

for N/A for N/A \$ N/A

for N/A for N/A \$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 2,837.56 (4)

5 Amount Financed (3 + 4) \$ 18,820.00 (5)

Insurance coverages or the debt cancellation agreement.

Coverage	Term in Months	Premium or Fee
GAP*	N/A	\$ N/A
N/A	N/A	\$ N/A
N/A	N/A	\$ N/A
Debt Cancellation Agreement**	N/A	\$ N/A

N/A (Insurance Company)

N/A (Home Office Address)

*If the vehicle is determined to be a total loss, GAP insurance will pay us the difference between the proceeds of your basic collision policy and the amount you owe on the vehicle, minus your deductible. You can cancel that insurance without charge for 10 days from the date of this contract.

**WE WILL CANCEL CERTAIN AMOUNTS YOU OWE UNDER THIS CONTRACT IN THE CASE OF A TOTAL LOSS OR THEFT OF THE VEHICLE AS STATED IN THE DEBT CANCELLATION AGREEMENT. You can cancel the debt cancellation agreement without charge for a period of 30 days from the date of this contract, or for the period stated in the debt cancellation agreement, whichever period ends later. If the box next to a premium for an insurance coverage included above is marked, that premium is not fixed or approved by the Texas Insurance Commissioner. A debt cancellation agreement is not insurance and is regulated by the Office of the Consumer Credit Commissioner.

For the premiums or fees included above, you warrant the related optional coverages and debt cancellation agreement.

X N/A Buyer's signature Date

X N/A Co-Buyer's signature Date

LIABILITY INSURANCE: THIS CONTRACT DOES NOT INCLUDE INSURANCE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

Returned Check Charge: You agree to pay a charge of \$ 30 if any check you give us is dishonored or any electronic payment is returned unpaid.

OCCC NOTICE. For questions or complaints about this contract, contact ALLY FINANCIAL at (888) 925-2559. The Office of Consumer Credit Commissioner (OCCC) is a state agency, and it enforces certain laws that apply to this contract. If a complaint or question cannot be resolved by contacting the creditor, consumers can contact the OCCC to file a complaint or ask a general credit-related question. OCCC address: 2601 N. Lamar Blvd., Austin, Texas 78705. Phone: (800) 538-1579. Fax: (512) 936-7610. Website: occc.texas.gov. E-mail: consumer.complaints@occc.texas.gov.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

Any change to this contract must be in writing. Both you and we must sign it. No [redacted] ceable.

Buyer X [redacted] Co-Buyer X [redacted]

See back for other important agreements.

CONSUMER WARNING: Notice to the buyer--Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to a copy of the contract you sign. Under the law, you have the right to pay off in advance all that you owe and under certain conditions may save a portion of the finance charge. You will keep this contract to protect your legal rights.

BUYER'S ACKNOWLEDGEMENT OF CONTRACT RECEIPT: YOU AGREE TO THE TERMS OF THIS CONTRACT AND ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF IT. YOU CONFIRM THAT [redacted] THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT.

Buyer Signs X [redacted] Date 2/1/2018 Co-Buyer Signs X [redacted] Date 2/1/2018

Co-Buyers and Other Owners -- A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X N/A Date N/A Address N/A

Seller signs Community KIA Date 2/1/2018 By X [redacted] Title [redacted]

THIS CONTRACT IS NOT VALID UNTIL YOU AND WE SIGN IT.

Seller assigns its interest in this contract to ALLY FINANCIAL (Assigned) under the terms of Seller's agreement(s) with Assign

☐ Assigned with recourse ☒ Assigned without recourse ☐ Assigned with limited recourse

Seller Community KIA By [redacted] Title [redacted]

ILAW FORM NO. 553-TX 9/16
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THIS PRINTED MAJOR WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONTACT YOUR OWN LEGAL COUNSEL.

ORIGINAL LIENHOLDER

TIRED COPY

OTHER TERMS AND CONDITIONS

1. FINANCE CHARGE AND PAYMENTS

- a. **HOW WE FIGURE THE FINANCE CHARGE.** We figure the Finance Charge using the true daily earnings method as defined by the Texas Finance Code. Under the true daily earnings method, the Finance Charge will be figured by applying the daily rate to the unpaid portion of the Amount Financed for the number of days the unpaid portion of the Amount Financed is outstanding. The daily rate is $1/365^{\text{th}}$ of the Annual Percentage Rate. The unpaid portion of the Amount Financed does not include late charges or return check charges.
- b. **HOW WE WILL APPLY YOUR PAYMENTS.** We will apply your payments in the following order:
1. earned but unpaid finance charge; and
 2. to anything else you owe under this agreement.
- c. **HOW LATE OR EARLY PAYMENTS CHANGE WHAT YOU MUST PAY.** We based the Finance Charge, Total of Payments, and Total Sale Price as if all payments were made as scheduled. If you do not timely make all your payments in at least the correct amount, you will have to pay more Finance Charge. If that happens, your last payment will be more than your final scheduled payment, or at our option, you will have to pay more payments of the same amount as your scheduled payment with a smaller last payment. If you make scheduled payments early, your Finance Charge will be reduced (less). If you make your scheduled payments late, your Finance Charge will increase. We will send you a notice telling you about these changes before the final scheduled payment is due.
- d. **TRANSFER OF RIGHTS.** We may transfer this contract to another person. That person will then have all our rights, privileges, and remedies.
- e. **SPECIAL PROVISIONS FOR BALLOON PAYMENT CONTRACTS.** A balloon payment is a scheduled payment more than twice the amount of the average of your scheduled payments, other than the downpayment, that are due before the balloon payment. You can pay all you owe when the balloon payment is due and keep your vehicle. If you buy the vehicle primarily for personal, family, or household use, you can enter into a new written agreement to refinance the balloon payment when due without a refinancing fee. If you refinance the balloon payment, your periodic payments will not be larger or more often than the payments in this contract. The annual percentage rate in the new agreement will not be more than the Annual Percentage Rate in this contract. This provision does not apply if your Payment Schedule has been adjusted to your seasonal or irregular income.

2. YOUR OTHER PROMISES TO US

- a. **USE AND TRANSFER OF THE VEHICLE.** You will not sell or transfer the vehicle without our written permission. If you do sell or transfer the vehicle, this will not release you from your obligations under this contract, and we may charge you a transfer of equity fee of \$25.00 (\$50 for a heavy commercial vehicle). You will promptly tell us in writing if you change your address or the address where you keep the vehicle. We agree you may remove the vehicle from the U.S. for 72 hours or less, if the vehicle will continue to be covered by the insurance this contract requires. Otherwise, you agree not to remove the vehicle from the U.S. without our written permission.
- b. **CARE OF THE VEHICLE.** You agree to keep the vehicle free from all liens, and claims except those that secure this contract. You will timely pay all taxes, fines, or charges pertaining to the vehicle. You will keep the vehicle in good repair. You will not allow the vehicle to be seized or placed in jeopardy or use it illegally. You must pay all you owe even if the vehicle is lost, damaged or destroyed. If a third party takes a lien or claim against or possession of the vehicle, we may pay the third party any cost required to free the vehicle from all liens or claims. We may immediately demand that you pay us the amount paid to the third party for the vehicle. If you do not pay this amount, we may repossess the vehicle and add that amount to the amount you owe. If we do not repossess the vehicle, we may still demand that you pay us, but we cannot compute a finance charge on this amount.
- c. **SECURITY INTEREST.** To secure all that you owe on this contract and all your promises in it, you give us a security interest in:
1. The vehicle including all accessories and parts now or later attached and any other goods financed in this contract;
 2. All insurance proceeds and other proceeds received for the vehicle;
 3. Any insurance policy, service contract or other contract financed by us and any proceeds of those contracts; and
 4. Any refunds of charges included in this contract for insurance, or service contracts.
- This security interest also secures any extension or modification of this contract. The certificate of title must show our security interest in the vehicle. You will not allow any other security interest to be placed on the title without our written permission.
- d. **AGREEMENT TO KEEP VEHICLE INSURED.** You agree to have physical damage insurance covering loss or damage to the

- h. **APPLICATION OF CREDITS.** Any credit that reduces your debt will apply to your payments in the reverse order of when they are due, unless we decide to apply it to another part of your debt. The amount of the credit and all finance charge or interest on the credit will be applied to your payments in the reverse order of your payments.

3. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

- a. **LATE CHARGE.** You will pay us a late charge as agreed to in this contract when it accrues.
- b. **DEFAULT.** You will be in default if:
1. You do not pay any amount when it is due;
 2. You give false, incomplete, or misleading information on a credit application;
 3. You file bankruptcy, bankruptcy is filed against you, or the vehicle becomes involved in a bankruptcy;
 4. You allow a judgment to be entered against you or the collateral; or
 5. You break any of your promises in this agreement.
- If you default, we can exercise our rights under this contract and our other rights under the law.
- c. **OUR RIGHT TO DEMAND PAYMENT IN FULL.** If you default, or we believe in good faith that you are not going to keep any of your promises, we can demand that you immediately pay all that you owe. We don't have to give you notice that we are demanding or intend to demand immediate payment of all that you owe.
- d. **REPOSSESSION.** If you default, we may repossess the vehicle from you if we do so peacefully. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If any personal items are in the vehicle, we can store them for you and give you written notice at your last known address shown on our records within 15 days of discovering that we have your personal items. If you do not ask for these items back within 31 days from the day we mail or deliver the notice to you, we may dispose of them as applicable law allows. Any accessory, equipment, or replacement part stays with the vehicle.
- e. **YOUR RIGHT TO REDEEM.** If we take your vehicle, we will tell you how much you have to pay to get it back. If you do not pay us to get the vehicle back, we can sell it or take other action allowed by law. Your right to redeem ends when the vehicle is sold or we have entered into a contract for sale or accepted the collateral as full or partial satisfaction of a contract.
- f. **DISPOSITION OF THE VEHICLE.** If you don't pay us to get the vehicle back, we can sell it or take other action allowed by law. If we sell the motor vehicle in a public or private sale, we will send you notice at least 10 days before we sell it. We can use the money we get from selling it to pay allowed expenses and to reduce the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. If any money is left, we will pay it to you unless we must pay it to someone else. If the money from the sale is not enough to pay all you owe, you must pay the rest of what you owe us plus interest. If we take or sell the vehicle, you will give us the certificate of title and any other document required by state law to record transfer of title.
- g. **COLLECTION COSTS.** If we hire an attorney who is not our employee to enforce this contract, you will pay reasonable attorney's fees and court costs as the applicable law allows. You will also pay our reasonable out-of-pocket expenses incurred in connection with retaking, holding, and selling the vehicle as the applicable law allows.
- h. **CANCELLATION OF OPTIONAL INSURANCE AND SERVICE CONTRACTS.** This contract may contain charges for insurance or service contracts or for services included in the cash price. If you default, you agree that we can claim benefits under these contracts to the extent allowable, and terminate them to obtain refunds of unearned charges to reduce what you owe on the vehicle. If the vehicle is a total loss because it is damaged or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

4. INTEGRATION AND SEVERABILITY CLAUSE

This contract contains the entire agreement between you and us relating to the sale and financing of the vehicle. If any part of this contract is not valid, all other parts stay valid.

5. LEGAL LIMITATIONS ON OUR RIGHTS

If we don't enforce our rights every time, we can still enforce them later. We will exercise all of our rights in a lawful way. You don't have to pay finance charge or other amounts that are more than the law allows. This provision prevails over all other parts of this contract and over all our other acts.

6. SELLER'S DISCLAIMER OF WARRANTIES

Unless the seller makes a written warranty, or a service contract within 90 days from the date of this contract, the

vehicle for the term of this contract. The insurance must cover our interest in the vehicle. The insurer must be authorized to do business in Texas.

- e. **OUR RIGHT TO PURCHASE REQUIRED INSURANCE IF YOU FAIL TO KEEP THE VEHICLE INSURED.** If you fail to give us proof that you have insurance, we may buy physical damage insurance. We may buy insurance that covers your interest and our interest in the vehicle, or we may buy insurance that covers our interest only. You will pay the premium for the insurance and a finance charge at the contract rate. If we obtain collateral protection insurance, we will mail notice to your last known address shown in our file.
- f. **PHYSICAL DAMAGE INSURANCE PROCEEDS.** You must use physical damage insurance proceeds to repair the vehicle, unless we agree otherwise in writing. However, if the vehicle is a total loss, you must use the insurance proceeds to pay what you owe us. You agree that we can use any proceeds from insurance to repair the vehicle, or we may reduce what you owe under this contract. If we apply insurance proceeds to the amount you owe, they will be applied to your payments in the reverse order of when they are due. If your insurance on the vehicle or credit insurance doesn't pay all you owe, you must pay what is still owed. Once all amounts owed under this contract are paid, any remaining proceeds will be paid to you.
- g. **RETURNED INSURANCE PREMIUMS AND SERVICE CONTRACT CHARGES.** If we get a refund on insurance or service contracts, or other contracts included in the cash price, we will subtract it from what you owe. Once all amounts owed under this contract are paid, any remaining refunds will be paid to you.

seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

7. **Used Car Buyers Guide.** 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.

Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

8. **SERVICING AND COLLECTION CONTACTS**

We may try to contact you at any mailing address, e-mail address, or phone number you give us as the law allows. We may try to contact you in writing (including mail, e-mail, and text messages) and by phone (including prerecorded or artificial voice messages and automatic telephone dialing systems).

9. **APPLICABLE LAW**

Federal and Texas law apply to this contract.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

This PROVISION applies to this contract only if the vehicle financed in the contract was purchased for personal, family, or household use.

Form No. 553-TX 9/16

THIS IS A TRUE AND CERTIFIED COPY

By: [REDACTED]

See back of receipt for your chance
to win \$1000 in w:7M4XGS23/S5

Walmart *

281-421-4859 Mgr: SONIA GOMEZ

4900 GARTH RD

DAYTOWN TX 77521

SN 00194 OP# 000288 TE# 07 FR# 03891
AN WY2 BOK 004740613085 99.98 X
CNEUY CANDY 002200001421 F 1.00 X
CANDY 007046200005 F 1.00 X
HAIR ICE WK 002260001957 5.76 X

SUBTOTAL 107.74

TAX 1 6.250 6 0.89

TOTAL 116.63

DEBIT TEND 116.63

DEBIT CASH BACK 20.00

TOTAL DEBIT PURCHASE 136.63

CHANGE DUE 20.00

EST DEBIT PAY FROM PRIMARY

116.63 PURCHASE

20.00 CASH BACK

136.63 TOTAL PURCHASE

ACCOUNT # **** * 4104 S

REF # 904200000031

NETWORK ID. 0056 APP# CODE 573222

TERMINAL # SC010630

02/10/19 18:09:26

ITEMS SOLD 4

TE# 5660 6670 9070 0727 3589 6



02/10/19 18:09:29

Scan with Walmart app to save receipts



Irvine, CA


CARFAX® Vehicle History Report™
US \$39.99
An independent company established in 1986

Vehicle Information:
2016 KIA SORENTO LX/L
VIN: 5XYPG4A34GG [REDACTED]
4 DOOR WAGON/SPORT UTILITY
2.4L I4 F DOHC 16V
GASOLINE
FRONT WHEEL DRIVE
[Standard Equipment](#) | [Safety Options](#)
Original Window Sticker

 Accident reported: very minor damage
 2 Previous owners
 10 Service history records
 Personal vehicle
 Last owned in Texas
 **67,948** Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/6/19 at 4:24:18 PM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

 Ownership History The number of owners is estimated		Owner 1	Owner 2
Year purchased		2015	2018
Type of owner		Personal	Personal
Estimated length of ownership		2 years	11 months
Owned in the following states/provinces		Texas	Texas
Estimated miles driven per year		18,292/yr	—
Last reported odometer reading		37,491	67,948

 Title History CARFAX guarantees the information in this section		Owner 1	Owner 2
Salvage Junk Rebuilt Fire Flood Hail Lemon		Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits		Guaranteed No Problem	Guaranteed No Problem
 GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms			

 Additional History Not all accidents / issues are reported to CARFAX		Owner 1	Owner 2
Total Loss No total loss reported to CARFAX.		 No Issues Reported	 No Issues Reported
Structural Damage		No Issues	No Issues

No structural damage reported to CARFAX.	Reported	Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated
Accident / Damage Accident reported on 08/01/2017.	Very Minor Damage	No New Issues Reported
Manufacturer Recall No open recalls reported to CARFAX.	No Recalls Reported	No Recalls Reported



Detailed History

Glossary

Owner 1		Date:	Mileage:	Source:	Comments:
Purchased: 2015 Type: Personal Where: Texas Est. miles/year: 18,292/yr Est. length owned: 12/16/15 - 1/2/18 (2 years)		Not Reported		Kia Motors America, Inc.	Vehicle manufactured and shipped to original dealer Original Window Sticker
 CERTIFIED pre-owned™		10/16/2015	2	Fredy Kia Houston, TX 713-941-3600 fredykia.com	Vehicle offered for sale
		11/02/2015	13	Fredy Kia Houston, TX 713-941-3600 fredykia.com	Pre-delivery inspection completed Drivability/performance checked
		11/28/2015	15	Fredy Kia Houston, TX 713-941-3600 fredykia.com	Vehicle sold
		12/16/2015		Texas Motor Vehicle Dept. Baytown, TX Title # [REDACTED]	Title issued or updated First owner reported Titled or registered as personal vehicle Loan or lien reported Vehicle color noted as Silver
		04/30/2016	7,984	Fredy Kia Houston, TX 713-941-3600 fredykia.com	Maintenance inspection completed Oil and filter changed
		09/09/2016	14,735	Fredy Kia Houston, TX 713-941-3600 fredykia.com	Maintenance inspection completed Oil and filter changed Tires rotated
		02/04/2017	22,151	Fredy Kia Houston, TX 713-941-3600 fredykia.com	Maintenance inspection completed Oil and filter changed Tires rotated
		06/24/2017	29,940	Fredy Kia Houston, TX 713-941-3600 fredykia.com	Maintenance inspection completed Oil and filter changed Tires rotated
		08/01/2017		Damage Report	Accident reported Vehicle involved in a rear-end collision Very minor left rear damage reported Airbags did not deploy

Minor damage is usually cosmetic, including dents or scratches to the vehicle body.



12/09/2017	36,895	Fredy Kia Houston, TX 713-941-3600 fredykia.com	Oil and filter changed Emissions or safety inspection performed
12/15/2017		Texas Motor Vehicle Dept. Baytown, TX Title [REDACTED]	Registration issued or renewed Loan or lien reported Passed safety inspection Vehicle color noted as Silver
01/02/2018	37,487	Dealer Inventory	Vehicle offered for sale
01/20/2018		Texas Motor Vehicle Dept. Baytown, TX Title [REDACTED]	Title issued or updated Vehicle color noted as Silver Loan or lien released
02/01/2018	37,491	Kia Certified Dealer Baytown, TX	Sold as a Kia Certified Pre-Owned Vehicle

Owner 2

Processed: 2/1/18
Type: Personal
Where: Texas
Est. length of owned: 2/24/18 - present (11 months)

Date:	Mileage:	Source:	Comments:
02/24/2018	37,517	Texas Motor Vehicle Dept. Houston, TX Title [REDACTED]	Title issued or updated New owner reported Loan or lien reported Vehicle color noted as Silver



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

03/27/2018	42,245	Service Facility	Maintenance inspection completed Oil and filter changed
05/15/2018	47,978	Service Facility	Maintenance inspection completed Oil and filter changed
08/17/2018	56,127	Service Facility	Maintenance inspection completed Oil and filter changed
11/30/2018	67,948	Service Facility	Maintenance inspection completed Oil and filter changed

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



Glossary

[View Full Glossary](#)

Accident Indicator

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/6/19 at 4:24:18 PM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner

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

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History

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

Title Issued

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

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

2/6/19 4:24:18 PM (CST)

ORDER UPDATE

[Redacted]

Order Date: 03/24/2018

Hi [Redacted]

Here's what's up with your stuff.
Get shipment updates to your phone by signing up for text alerts.

Click tracking links below to sign up.

Shipped

One or more of your items are on the way. Tracking is below, give it 24-48 hours to update. Check it out.

Shipped - Track it [Redacted]

JORDAN RETRO 13

2323764 705

Quantity: 1

Size: 10.5

\$190.00

Subtotal	\$190.00
Discount	-\$0.00
Tax	\$15.68
Shipping	\$0.00
Total	\$205.68

Ship To

[Redacted]

Houston, TX [Redacted]

Bill To

[Redacted]

Houston, TX [Redacted]



SHIPMENT SUMMARY



JORDAN RETRO 13

Color: 705

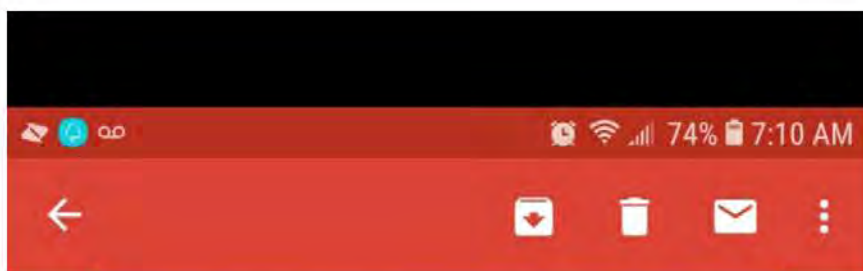
Size: 10.5

Quantity: 1



🕒 LTE 9% 7:32 AM





SHIPMENT SUMMARY



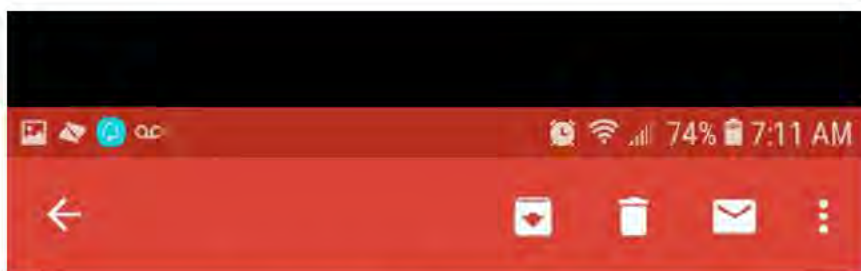
JORDAN RETRO 13



Color: 705

Size: 10.5

Quantity: 1



ORDER UPDATE

[REDACTED]

Order Date: 03/24/2018

Hi [REDACTED]

Here's what's up with your stuff.

Get shipment updates to your phone by signing up for text alerts.

Click tracking links below to sign up.

Shipped

One or more of your items are on the way. Tracking is below, give it 24-48 hours to update. Check it out.

 Shipped - Track [REDACTED]

JORDAN RETRO 13

\$190.00

2323764 705

Quantity: 1

Size: 10.5

Subtotal	\$190.00
Discount	-\$0.00
Tax	\$15.68
Shipping	\$0.00
Total	\$205.68

Ship To

[REDACTED]

Houston, TX [REDACTED]

Bill To

[REDACTED]

Houston, TX [REDACTED]



Advertisement

2016 Kia Sorento Pricing Report



Style: L Sport Utility 4D
Mileage: 67,948

Vehicle Highlights

Fuel Economy:
City 21/Hwy 29/Comb 24 MPG

Doors: 4

Drivetrain: FWD

EPA Class: Small Sport Utility Vehicles

Country of Origin: Korea

Max Seating: -

Engine: 4-Cyl, GDI, 2.4 Liter

Transmission: Auto, 6-Spd OD Sptmatc

Body Style: Sport Utility

Country of Assembly: United States

Sell To Private Party

Private Party Range
\$12,686 - \$14,293
Private Party Value
\$13,490



Valid for ZIP Code [REDACTED] through 03/21/2019

Your Configured Options

Our pre-selected options, based on typical equipment for this car.

✓ Options that you added while configuring this car.

Engine

4-Cyl, GDI, 2.4 Liter

Transmission

Auto, 6-Spd OD Sptmatc

Drivetrain

FWD

Braking and Traction

Hill Start Assist Control

Traction Control

Electronic Stability Control

ABS (4-Wheel)

Comfort and Convenience

Air Conditioning

Power Windows

Power Door Locks

Cruise Control

Steering

Power Steering

Tilt & Telescoping Wheel

Entertainment and Instrumentation

AM/FM Stereo

CD/MP3 (Single Disc)

SiriusXM Satellite

Bluetooth Wireless

Safety and Security

Dual Air Bags

Side Air Bags

F&R Head Curtain Air Bags

Exterior

Rear Spoiler

Wheels and Tires

Alloy Wheels

Exterior Color

✓ Silver

Glossary of Terms

Kelley Blue Book® Trade-in Value - This is the amount you can expect to receive when you trade in your car to a dealer. This value is determined based on the style, condition, mileage and options

Tip:

It's crucial to know your car's true condition when you sell it, so that you

indicated.

Trade-In Range - The Trade-In Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week based on the style, condition, mileage and options of your vehicle when you trade it in to a dealer. However, every dealer is different and values are not guaranteed.

Kelley Blue Book® Private Party Value - This is the starting point for negotiation of a used-car sale between a private buyer and seller. This is an "as is" value that does not include any warranties. The final price depends on the car's actual condition and local market factors.

Private Party Range - The Private Party Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week for a vehicle with stated mileage in the selected condition and configured with your selected options, excluding taxes, title and fees when selling to a private party.

Excellent Condition - 3% of all cars we value. This car looks new and is in excellent mechanical condition. It has never had paint or bodywork and has an interior and body free of wear and visible defects. The car is rust-free and does not need reconditioning. Its clean engine compartment is free of fluid leaks. It also has a clean title history, has complete and verifiable service records and will pass safety and smog inspection.

Very Good Condition - 23% of all cars we value. This car has minor wear or visible defects on the body and interior but is in excellent mechanical condition, requiring only minimal reconditioning. It has little to no paint and bodywork and is free of rust. Its clean engine compartment is free of fluid leaks. The tires match and have 75% or more of tread. It also has a clean title history, with most service records available, and will pass safety and smog inspection.

Good Condition - 54% of all cars we value. This car is free of major mechanical problems but may need some reconditioning. Its paint and bodywork may require minor touch-ups, with repairable cosmetic defects, and its engine compartment may have minor leaks. There are minor body scratches or dings and minor interior blemishes, but no rust. The tires match and have 50% or more of tread. It also has a clean title history, with some service records available, and will pass safety and smog inspection.

Fair Condition - 18% of all cars we value. This car has some mechanical or cosmetic defects and needs servicing, but is still in safe running condition and has a clean title history. The paint, body and/or interior may need professional servicing. The tires may need replacing and there may be some repairable rust damage.

can price it appropriately. Consider having your mechanic give you an objective report.

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Advertisement

2016 Kia Sorento Pricing Report



Style: L Sport Utility 4D
Mileage: 67,948

Vehicle Highlights

Fuel Economy:
City 21/Hwy 29/Comb 24 MPG

Doors: 4

Drivetrain: FWD

EPA Class: Small Sport Utility Vehicles

Country of Origin: Korea

Max Seating: -

Engine: 4-Cyl, GDI, 2.4 Liter

Transmission: Auto, 6-Spd OD Sptmatc

Body Style: Sport Utility

Country of Assembly: United States

Sell To Private Party

Private Party Range
\$11,860 - \$13,459
Private Party Value
\$12,660



Valid for ZIP Code [REDACTED] through 03/04/2019

Your Configured Options

Our pre-selected options, based on typical equipment for this car.

✓ Options that you added while configuring this car.

Engine

4-Cyl, GDI, 2.4 Liter

Transmission

Auto, 6-Spd OD Sptmatc

Drivetrain

FWD

Braking and Traction

Hill Start Assist Control

Traction Control

Electronic Stability Control

ABS (4-Wheel)

Comfort and Convenience

Air Conditioning

Power Windows

Power Door Locks

Cruise Control

Steering

Power Steering

Tilt & Telescoping Wheel

Entertainment and Instrumentation

AM/FM Stereo

CD/MP3 (Single Disc)

SiriusXM Satellite

Bluetooth Wireless

Safety and Security

Dual Air Bags

Side Air Bags

F&R Head Curtain Air Bags

Exterior

Rear Spoiler

Wheels and Tires

Alloy Wheels

Exterior Color

✓ Silver

Glossary of Terms

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Fair Condition - 18% of all cars we value. This car has some mechanical or cosmetic defects and needs servicing, but is still in safe running condition and has a clean title history. The paint, body and/or interior may need professional servicing. The tires may need replacing and there may be some repairable rust damage.

can price it appropriately. Consider having your mechanic give you an objective report.

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FAX COVER SHEET

To:

From: Confiscations
<Confiscations@Ally.com>

Company:

Date: 03/21/19

Fax Number: 9494684509

Pages: (Incl. cover) 3

Re: Attn: Alex

Notes:

Kelly Abrahamson
Intermediate Loss Mitigation Specialist-Confiscations Division
Ally | Consumer Asset Management
4000 Lexington Ave North, Suite 100, Shoreview MN 55126
T: 888-477-8459 Opt. 3 | F: 866-728-6111 |
[cid:image003.png@01D220AD.68064C80]

A note about email and security - There is a risk that a third party may intercept information sent by email. Do not send confidential personal information by email. For example, don't send birth date or any part of the social security number. If you request information from Ally by email, we may reply by email and you accept the risk that our response may be intercepted. We won't reply by email if you tell us not to by checking the line below or by telling us not to in your request. We may choose some method other than email to respond to your request.

This communication is for its intended recipient(s) only, and may contain information that is privileged, confidential and exempt from disclosure under applicable law. This communication also constitutes an electronic communication within the meaning of the Electronic Communications Privacy Act, 18 U.S.C 2510, and its disclosure is strictly limited to the recipient intended by the sender of this message. If you have received this communication in error, please notify the sender by reply e-mail and delete the message from your system and destroy any hard copy you may have printed. Thank you.



Upon sale of this vehicle, the purchaser must apply for a new title within 30 days unless the vehicle is purchased by a dealer. Until a new title is issued, the vehicle record will continue to reflect the owner's name listed on the current title. SEE BACK OF TAB FOR ADDITIONAL INFORMATION.

ALLY FINANCIAL
PO BOX 8102
COCKEYSVILLE, MD 21030-8102

000391

DETACH HERE

TEXAS CERTIFICATE OF TITLE			
TXDMV		TEXAS DEPARTMENT OF MOTOR VEHICLES	
VEHICLE IDENTIFICATION NUMBER 5XYPG4A34GG	YEAR MODEL 2016	MAKE OF VEHICLE KIA	BODY STYLE LL
TITLE/DOCUMENT NUMBER [REDACTED]		DATE TITLE ISSUED 02/24/2018	
MODEL	MFG. CAPACITY IN TONS	WEIGHT	LICENSE NUMBER
		3900	[REDACTED]
PREVIOUS OWNER COMMUNITY KIA BAYTOWN TX			ODOMETER READING 37517
OWNER [REDACTED]			REMARK(S) ACTUAL MILEAGE
HOUSTON, TX			
☒ SIGNATURE OF OWNER OR AGENT MUST BE IN INK			
UNLESS OTHERWISE AUTHORIZED BY LAW, IT IS A VIOLATION OF STATE LAW TO SIGN THE NAME OF ANOTHER PERSON ON A CERTIFICATE OF TITLE OR OTHERWISE GIVE FALSE INFORMATION ON A CERTIFICATE OF TITLE			
DATE OF LIEN 02/01/2018	1ST LIENHOLDER ALLY FINANCIAL PO BOX 8102 COCKEYSVILLE, MD 21030		1ST LIEN RELEASED _____ DATE _____
DATE OF LIEN	2ND LIENHOLDER		BY _____ AUTHORIZED AGENT
DATE OF LIEN	3RD LIENHOLDER		2ND LIEN RELEASED _____ DATE _____
			BY _____ AUTHORIZED AGENT
			3RD LIEN RELEASED _____ DATE _____
			BY _____ AUTHORIZED AGENT
IT IS HEREBY CERTIFIED THAT THE PERSON HEREIN NAMED IS THE OWNER OF THE VEHICLE DESCRIBED ABOVE WHICH IS SUBJECT TO THE ABOVE LIENS			
RIGHTS OF SURVIVORSHIP AGREEMENT WE, THE MARRIED PERSONS WHOSE SIGNATURES APPEAR HEREIN HEREBY AGREE THAT THE OWNERSHIP OF THE VEHICLE DESCRIBED ON THIS CERTIFICATE OF TITLE SHALL FROM THIS DAY FORWARD BE HELD JOINTLY, AND IN THE EVENT OF DEATH OF ANY OF THE PERSONS NAMED IN THE AGREEMENT, THE OWNERSHIP OF THE VEHICLE SHALL REST IN THE SURVIVOR(S)			
FORM 30-C REV. 05/2016		DO NOT ACCEPT TITLE SHOWING ERASURE, ALTERATION, OR MUTILATION.	

FORM VTR-346 may be obtained from any of the following:

- your local County Tax Assessor-Collector's Office
- a Vehicle Titles and Registration Division Regional Office (located in the larger cities in the state)
- by accessing TxDOT's Web site (<http://www.dot.state.tx.us>)
- by calling TxDOT's Fax Reply number (1-888-232-7033)

WHEN VEHICLE IS SOLD, TITLE HOLDER MUST ASSIGN AND FURNISH THIS TITLE, CURRENT LICENSE RECEIPT, AND SIGNED APPLICATION FOR TITLE (FORM 130-U) INDICATING SALES PRICE TO THE PURCHASER WHO MUST FILE APPLICATION WITH COUNTY TAX ASSESSOR-COLLECTOR WITHIN 20 WORKING DAYS TO AVOID \$10 PENALTY.			
FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.			
ASSIGNMENT OF TITLE	Street _____ City _____ State _____ Zip _____		
	I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked: ☐ 1. The mileage stated is in excess of its mechanical limits. ☐ 2. The odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY.		
	Date of Sale _____		
	Signature of Seller/Agent _____ Printed Name (same as signature) _____ I am aware of the above odometer certification made by the seller/agent. Signature of Buyer/Agent _____ Printed Name (same as signature) _____		
FIRST REASSIGNMENT - DEALER ONLY	The undersigned hereby certifies that the vehicle described in this title is free and clear of all liens, except as noted herein, and has been transferred to the following printed name and address: Name of Purchaser _____ Street _____ City _____ State _____ Zip _____		
	I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked: ☐ 1. The mileage stated is in excess of its mechanical limits. ☐ 2. The odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY.		
	Date of Sale _____		
	Dealer's Name _____ Signature of Agent _____ Printed Name (same as signature) _____ I am aware of the above odometer certification made by the seller/agent. Signature of Buyer/Agent _____ Printed Name (same as signature) _____		
SECOND REASSIGNMENT - DEALER ONLY	The undersigned hereby certifies that the vehicle described in this title is free and clear of all liens, except as noted herein, and has been transferred to the following printed name and address: Name of Purchaser _____ Street _____ City _____ State _____ Zip _____		
	I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked: ☐ 1. The mileage stated is in excess of its mechanical limits. ☐ 2. The odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY.		
	Date of Sale _____		
	Dealer's Name _____ Signature of Agent _____ Printed Name (same as signature) _____ I am aware of the above odometer certification made by the seller/agent. Signature of Buyer/Agent _____ Printed Name (same as signature) _____		
THIRD REASSIGNMENT - DEALER ONLY	The undersigned hereby certifies that the vehicle described in this title is free and clear of all liens, except as noted herein, and has been transferred to the following printed name and address: Name of Purchaser _____ Street _____ City _____ State _____ Zip _____		
	I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked: ☐ 1. The mileage stated is in excess of its mechanical limits. ☐ 2. The odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY.		
	Date of Sale _____		
	Dealer's Name _____ Signature of Agent _____ Printed Name (same as signature) _____ I am aware of the above odometer certification made by the seller/agent. Signature of Buyer/Agent _____ Printed Name (same as signature) _____		
LIEN	LENDER TO BE RECORDED AND SHOWN ON NEW TITLE 1ST LIEN IN FAVOR OF NAME & ADDRESS:		