

PE19-004
KIA
6/28/2019
DEFECT B
LAWSUITS_CLAIMS

OPTIMA



08/27/2018
[REDACTED]

TO: Mark Goldzweig
Kia Motors America, Inc.
111 Peters Canyon Rd
Irvine, CA 92606-1790

RE: Process Served in Michigan

FOR: KIA MOTORS AMERICA, INC. (Domestic State: CA)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: FARMERS INSURANCE EXCHANGE as Subrogee of [REDACTED] Pltf. vs. KIA MOTORS AMERICA, INC., DFT.

DOCUMENT(S) SERVED: Summons and Complaint(s)

COURT/AGENCY: Ingham County - 30th Circuit Court, MI
Case # [REDACTED]

NATURE OF ACTION: Property Damage Litigation

ON WHOM PROCESS WAS SERVED: The Corporation Company, Plymouth, MI

DATE AND HOUR OF SERVICE: By Process Server on 08/27/2018 at 15:02

JURISDICTION SERVED : Michigan

APPEARANCE OR ANSWER DUE: Within 21 days after receiving this summons

ATTORNEY(S) / SENDER(S): Alyssa J. Endelman
28411 Northwestern Hwy, Ste 600
Southfield, MI 48034
248-549-3900

ACTION ITEMS: CT has retained the current log, Retain Date: 08/28/2018, Expected Purge Date: 09/02/2018

Image SOP

Email Notification, Mark Goldzweig Mgoldzweig@kiausa.com

Email Notification, Debbie Avalos davalos@kiausa.com

Email Notification, Jennifer Yoo jyoo@kiausa.com

Email Notification, Bryan Rhie brhie@kiausa.com

Email Notification, Kathy Sumner ksumner@kiausa.com

SIGNED: The Corporation Company

ADDRESS: 40600 ANN ARBOR RD E STE 201
Plymouth, MI 48170-4675

TELEPHONE: 213-337-4615

STATE OF MICHIGAN JUDICIAL DISTRICT JUDICIAL CIRCUIT COUNTY PROBATE		SUMMONS AND COMPLAINT	CASE NO. 18- [REDACTED] -CB JOYCE DRAGANCHUK
Court address 313 W Kalamazoo St, Lansing, MI 48933		Court telephone no. (517) 483-6500	

Plaintiff's name(s), address(es), and telephone no(s). FARMERS INSURANCE EXCHANGE, as Subrogee of [REDACTED]
Plaintiff's attorney, bar no., address, and telephone no. Alyssa J. Endelman (P61931) Denenberg Tuffley 28411 Northwestern Hwy, Ste 600 Southfield, MI 48034 (248) 549-3900

Defendant's name(s), address(es), and telephone no(s). KIA MOTORS AMERICA, INC. RA: The Corporation Company 40600 Ann Arbor Rd E, Ste 201 Plymouth, MI 48170
--

SUMMONS NOTICE TO THE DEFENDANT: In the name of the people of the State of Michigan you are notified:

1. You are being sued.
2. **YOU HAVE 21 DAYS** after receiving this summons to **file a written answer with the court** and serve a copy on the other party or **take other lawful action with the court** (28 days if you were served by mail or you were served outside this state).
3. If you do not answer or take other action within the time allowed, judgment may be entered against you for the relief demanded in the complaint.

Issued AUG 16 2018	This summons expires NOV 15 2018	Court clerk MARISSA TROJANOWICZ
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Family Division Cases (The following is information required in the caption of every complaint and is to be completed by the plaintiff.)

- ☐ This case involves a minor who is under the continuing jurisdiction of another Michigan court. The name of the court, file number, and details are on page ____ of the attached complaint.
- ☐ There is no other pending or resolved action within the jurisdiction of the family division of circuit court involving the family or family members of the parties.
- ☐ An action within the jurisdiction of the family division of the circuit court involving the family or family members of the parties has been previously filed in _____ Court.

The action ☐ remains ☐ is no longer pending. The docket number and the judge assigned to the action are:

Docket no.	Judge	Bar no.
------------	-------	---------

Civil Cases (The following is information required in the caption of every complaint and is to be completed by the plaintiff.)

- ☒ This is a business case in which all or part of the action includes a business or commercial dispute under MCL 600.8035.
- ☒ There is no other pending or resolved civil action arising out of the same transaction or occurrence as alleged in the complaint.
- ☐ A civil action between these parties or other parties arising out of the transaction or occurrence alleged in the complaint has been previously filed in _____ Court.

The action ☐ remains ☐ is no longer pending. The docket number and the judge assigned to the action are:

Docket no.	Judge	Bar no.
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VENUE

Plaintiff(s) residence (include city, township, or village) Ingham County, MI	Defendant(s) residence (include city, township, or village) Ingham County, MI
Place where action arose or business conducted Ingham County, MI	

8/13/18

Date

/s/
Sig

If you require special accommodations to use the court because of a disability or if you require a foreign language interpreter to help you fully participate in court proceedings, please contact the court immediately to make arrangements.

STATE OF MICHIGAN

IN THE CIRCUIT COURT FOR THE COUNTY OF INGHAM

FARMERS INSURANCE EXCHANGE,)
as Subrogee of [REDACTED])
Plaintiff,)
v.)
KIA MOTORS AMERICA, INC.)
Defendant.)

Case No. 18- [REDACTED] -CB

JOYCE DRAGANCHUK

COMPLAINT AND JURY DEMAND

Plaintiff verifies that this action is comprised of business or commercial disputes, as defined in MCL 600.8031(1)(c), in which the amount in controversy exceeds \$25,000 and meets the Statutory requirement to be assigned to the Business Court.

There is no other pending or resolved civil action arising out of the same transaction or occurrence as alleged in the complaint.

NOW COMES the Plaintiff, FARMERS INSURANCE EXCHANGE, as Subrogee of [REDACTED], by and through its attorneys, Alyssa Endelman of Denenberg Tuffley PLLC, and for its Complaint against Defendant, KIA Motors America, Inc., states as follows:

GENERAL ALLEGATIONS

1. That at all times material hereto, Plaintiff, Farmers Insurance Exchange ("Farmers") was a duly admitted insurance company in the State of Michigan, authorized to write policies in the County of Ingham, State of Michigan.
2. That at all times material hereto, KIA Motors America, Inc. ("Kia"), is a corporation, with its headquarters located at 111 Peters Canyon Road Irvine, CA 92606 and manufactures and sells vehicles, placing them into the stream of commerce.

3. That prior to December 28, 2017, Farmers did issue to its insured, [REDACTED], its Policy Number [REDACTED], insuring inter alia the premises commonly known as [REDACTED] East Lansing, MI, against loss and damage from fire and other stated perils, including damage to the structure, its contents and for additional living expenses. Farmers also insured the Lees 2016 Kia Optima, Vin Number KNAGT4L37G5 [REDACTED] and his 2017 Chevrolet Truck Silverado 1500 E C 4x4 LT Vin Number 1 GCVKREC7HZ [REDACTED] under Policy Number [REDACTED]
4. That prior to December 28, 2017 [REDACTED] purchased a 2016 Kia Optima.
5. On December 28, 2017, [REDACTED] parked the 2016 Kia Optima in his garage.
6. On December 28, 2017, the 2016 Kia Optima started a fire, causing damage to the [REDACTED] structure, contents, and the above referenced vehicles.
7. That Farmers' investigators determined that the cause of the fire occurred when the transmission cooler line failed, causing the expulsion of the transmission fluid, causing the fire.
8. That as a direct and proximate result of the fire, the structure at [REDACTED] East Lansing, MI its contents, and vehicles, incurred damages in excess of Fifty Thousand (\$50,000) Dollars.
9. That jurisdiction and venue are proper in this Court, and the amount in controversy exceeds Twenty-Five Thousand (\$25,000) Dollars.

COUNT I - NEGLIGENCE

10. That Plaintiff incorporates by reference paragraphs 1 through 9, the same as if incorporated herein verbatim.

11. That Defendant had a duty to use transmission cooler lines that would not fail under normal use.

12. That Defendant breached its duty when it placed the subject 2016 Kia Optima into the stream of commerce with transmission cooler lines that would fail.

13. That as a direct and proximate result of the Defendant's breaches of duty, [REDACTED] sustained the damages as previously set forth, and Farmers became subrogated to the rights of its insured against the Defendant.

WHEREFORE, Farmers seeks judgment against Defendant, together with costs, interest and attorney fees most wrongfully incurred.

COUNT II – BREACH OF WARRANTY

14. That Plaintiff incorporates by reference paragraphs 1 through 13, the same as if incorporated herein verbatim.

15. That the Defendant provided express and implied warranties with the sale of the 2016 Kia Optima.

16. That the Defendant breached the express and implied warranties when the transmission cooler lines failed.

17. That as a direct and proximate result of Defendant's breaches, [REDACTED] suffered damages as set forth above, and Farmers became subrogated to any and all rights that it may have against said Defendant.

WHEREFORE, Farmers seeks judgment against Defendant, together with costs, interest and attorney fees most wrongfully incurred.

COUNT III – BREACH OF CONTRACT

18. That Plaintiff incorporates by reference paragraphs 1 through 17, the same as if incorporated herein verbatim.

19. That the Defendant represented that it would sell [REDACTED] a vehicle that was free from defects or anything that would cause a fire.

20. That the Defendant breached the terms of this contract when it sold a vehicle that had transmission cooler lines that were prone to failure.

21. That as a direct and proximate result of Defendant's breaches, [REDACTED] suffered damages as set forth above, and Farmers became subrogated to any and all rights that it may have against said Defendant.

WHEREFORE, Farmers seeks judgment against Defendant, together with costs, interest and attorney fees most wrongfully incurred.

COUNT IV – STRICT PRODUCT LIABILITY

22. That Plaintiff incorporates by reference paragraphs 1 through 21, the same as if incorporated herein verbatim.

23. That said 2016 Kia Optima was defective, either in its design, manufacturing or marketing.

24. Said defect manifested when the fire occurred due to the failure of the transmission cooler lines.

25. That as a direct and proximate result of said defects, [REDACTED] suffered damages as set forth above, and Farmers became subrogated to any and all rights that it may have against said Defendant.

WHEREFORE, Farmers seeks judgment against Defendant, together with costs, interest and attorney fees most wrongfully incurred.

JURY DEMAND

NOW COMES Plaintiff, Farmers Insurance Exchange, as Subrogee of [REDACTED] by and through its attorneys, Alyssa Endelman, of Denenberg Tuffley PLLC and hereby demands a trial by jury in this matter.

Respectfully submitted,

[REDACTED]

Alyssa J. Endelman (P61931)
Denenberg Tuffley
28411 Northwestern Highway, Suite 600
Southfield, MI 48034
P: (248) 549-3900
F: (248) 593-5808
aendelman@dt-law.com
Attorney for Plaintiffs

Dated: August 14, 2018

PE19-004

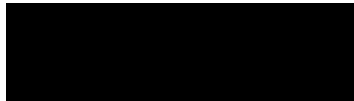
KIA

6/28/2019

DEFECT B

LAWSUITS_CLAIMS

OPTIMA



BBB AUTO LINE
Customer Claim Form

Case number: [REDACTED]
Contact Date: 04/17/18
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Eastlake	State: OH	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Kia	Model: Optima	Year: 2016	Current mileage: 17413
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , OH			
Primary Servicing dealer/city/state: Mentor Kia,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 11/10/16		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: ☒ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I want a Replacement vehicle (New) to the standards I sought when I leased this vehicle. I want monthly payments to be the same or lower.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER 5XX6V4L206G [REDACTED]

Case Number: [REDACTED]

Total days out of service for all problems: 33

Signature of Titled Owner(s) [Redacted] Date 5/2/18

Printed Name of Titled Owner(s) [Redacted]

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

Page 2

**MENTOR KIA**

9090 Mentor Avenue, MENTOR, OHIO 44060
TELEPHONE: (440) 953-1000
www.mentorkia.com

**MENTOR MITSUBISHI**

8505 Mentor Avenue, MENTOR, OHIO 44060
TELEPHONE: (440) 534-5000
www.mentormitsubishi.com

CUSTOMER NO. [REDACTED]	ADVISOR AMBER JONES	0556	TAG NO. [REDACTED]	INVOICE DATE 04/17/18	[REDACTED]
[REDACTED] EASTLAKE, OH	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 17,371	COLOR SNOW-WHT PE	[REDACTED]
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED			DELIVERY DATE 11/10/16	DELIVERY MILES 5
[REDACTED]	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.			P.O. NO.	R.O. DATE 03/29/18
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]			COMMENTS	
MO: [REDACTED]					

JOB# 1 CHARGES-----

LABOR-----
JOB# 1 55412----- **INTERNAL**

CUSTOMER STATES BLOWER FAN NOT WORKING - OVER THE LAST SEVERAL DAYS THE BLOWER WOULD WORK AND SHUT OFF (3/24/18 STOPPED WORKING, CAME BACK ON 3/29/18) - STATES THERE IS WAS A LOUD "SAUCER" NOISE FROM THE BLOWER WITH A HISSING NOISE - BUT THERE WAS NO AIR FLOW WHEN THIS HAPPENED - ALSO STATES THAT THE BRIGHTS WERE FLICKING ON AND OFF (WITH THE INDICATOR DISPLAY ON DASH) WHILE DRIVING SEVERAL DIFFERENT TIMES.

NO CAUSE OF FAILURE FOUND AS WE HAVE BEEN UNABLE TO DUPLICATE THE CUSTOMERS CONCERNS.

HVAC SYSTEM WORKING PROPERLY WHEN VEHICLE CAME IN. TEST DROVE VEHICLE (LIMITED MILES PER CUSTOMER REQUEST - AS CUSTOMER HAS STATED THAT SHE IS OVER LEASE MILES) TO ATTEMPT TO DUPLICATE CUSTOMER'S CONCERN.

UNABLE TO DUPLICATE CONCERN WHILE DRIVING VEHICLE.

FOUND SOME DEBRIS IS CAGE OF BLOWER MOTOR. REMOVED DEBRIS REPLACED CABIN FILTER

HVAC SYSTEM HAS FUNCTIONED PROPERLY. NO FLICKING LIGHTS WERE DETECTED. TECHNICIAN REINSPECTED LAST BLOWER MOTOR INSTALLATION. ALL CONNECTIONS ARE GOOD AND FUNCTIONING PROPERLY.

CONTACTED CUSTOMER- UNABLE TO DUPLICATE CONCERN.

SERVICE HOURS
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM
SATURDAY
8:00 AM To 4:00 PM

MISCELLANEOUS SHOP SUPPLIES/ CHARGES ARE AN INTEGRAL PART OF THE REPAIR OF YOUR MOTOR VEHICLE. THESE CHARGES ARE TO COMPENSATE DEALER FOR MATERIALS OR SERVICES NOT OTHERWISE INCLUDED IN THE PARTS & LABOR CHARGES FOR YOUR SERVICE VISIT. YOU WILL BE CHARGED 10% OF YOUR LABOR CHARGE FOR THOSE SUPPLIES WITH A MAXIMUM CHARGE OF \$25.00.

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

JOB# 2 CHARGES-----

LABOR-----
JOB# 2 55412----- **INTERNAL**

PERFORM A COMPLIMENTARY MULTI-POINT INSPECTION ALONG WITH A FREE CAR WASH.

COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION AND FREE CAR WASH.

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

JOB# 3 CHARGES-----

LABOR-----
JOB# 3 55412----- **INTERNAL**

PERFORM KIA EXPRESS TURBO OIL CHANGE, REPLACE OIL AND FILTER, PERFORM MULTI-POINT INSPECTION
 COMPLETED KIA EXPRESS TURBO OIL CHANGE

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	PK504	OIL CHANGE KIT		INTERNAL
	1	21513-23001	GASKET-OIL PLUG		INTERNAL
	1	26300-35504	FILTER ASSY-ENG		INTERNAL

THE SELLER, MENTOR MITSUBISHI-KIA, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND MENTOR MITSUBISHI-KIA NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE OR PRODUCT.

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MITSUBISHI - KIA



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www.mentorkia.com



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TELEPHONE: (440) 534-5000
www.mentormitsubishi.com

CUSTOMER NO.	AMBER JONES	0556	TAG NO.	04/17/18	INVOICE NO.
LABOR RATE	LICENSE NO.	MILEAGE	17,371	COLOR	SNOW WHT PE
YEAR / MAKE / MODEL	16/KIA/OPTIMA/SX LIMITED		DELIVERY DATE	11/10/16	DELIVERY MILES
VEHICLE I.D. NO.	5 X X G V 4 L 2 0 G G		SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE	03/29/18		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
					MO:
TOTAL - PARTS 0.00					SERVICE HOURS MONDAY THRU FRIDAY 7:30 AM TO 6:00 PM SATURDAY 8:00 AM To 4:00 PM
JOB# 3 TOTALS-----					
JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00					
JOB# 4 CHARGES-----					
LABOR-----					
CUSTOMER STATES ROTATE TIRES NORMAL MAINTENANCE INTERVAL COMPLETED TIRE ROTATION AS REQUESTED.					MISCELLANEOUS SHOP SUPPLIES, CHARGES ARE AN INTEGRAL PART OF THE REPAIR OF YOUR MOTOR VEHICLE. THESE CHARGES ARE TO COMPENSATE DEALER FOR MATERIALS OR SERVICES NOT OTHERWISE INCLUDED IN THE PARTS & LABOR CHARGES FOR YOUR SERVICE VISIT. YOU WILL BE CHARGED 10% OF YOUR LABOR CHARGE FOR THOSE SUPPLIES WITH A MAXIMUM CHARGE OF \$25.00.
JOB# 4 TOTALS-----					
JOB# 4 JOURNAL PREFIX K1QS JOB# 4 TOTAL 0.00					
JOB# 5 CHARGES-----					
LABOR-----					
REPLACE IN CABIN HEPA FILTER REPLACED IN CABIN HEPA FILTER					THE SELLER, MENTOR MITSUBISHI-KIA, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND MENTOR MITSUBISHI-KIA NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE OR PRODUCT.
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----INTERNAL					
1 DSC79-AC000 FILTER AIR COND					
TOTAL - PARTS 0.00					
JOB# 5 TOTALS-----					
JOB# 5 JOURNAL PREFIX K1QS JOB# 5 TOTAL 0.00					MENTOR mitsubishi - kia   Thank you for bringing your car to Mentor Mitsubishi-Kia for service.
COMMENTS-----					
DELETED OPERATION(S)-----					
96MIZZYBRAKE YEL - BRAKES					
SYNCRONIZING RED - TIRES					
PAGE 2 OF 3					
SERVICE FILE COPY					
(CONTINUED ON NEXT PAGE)					



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MENTOR MITSUBISHI
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TELEPHONE: (440) 534-5000
www.mentormitsubishi.com

CUSTOMER NO.	ADVISOR AMBER JONES	TAG NO.	INVOICE DATE 04/17/18	INVOICE NO.
	LABOR RATE	LICENSE NO.	COLOR SNOW WHT PE	STOCK NO.
		MILEAGE 17,371	DELIVERY DATE 11/10/16	DELIVERY MILES 5
EASTLAKE, OH	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/29/18	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO:	

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONOCO-PHILLIPS66 5W20 OR 5W30 DEPENDING ON YOUR VEHICLES REQUIREMENTS AS SPECIFIED BY KIA MOTORS. IT IS A SYNTHETIC BLEND THAT MEETS OR EXCEEDS ALL NEW CAR MANUFACTURER REQUIREMENTS. API SERVICE "SN" ILSAC "GF5"	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

THANK YOU FOR YOUR BUSINESS! YOU MAY GET AN E MAIL OR PHONE CALL FROM KIA CONCERNING YOUR VISIT. WE STRIVE TO MAKE ALL OF OUR GUESTS 100% SATISFIED. IF YOU ARE NOT 100% SATISFIED WITH YOUR SERVICE, PLEASE FEEL FREE TO CONTACT SCOTT A. WILLIAMS, SERVICE DIRECTOR (440) 953-1000. THANK YOU

TOTAL INVOICE \$ 0.00

SERVICE HOURS
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM
SATURDAY
8:00 AM To 4:00 PM

MISCELLANEOUS SHOP SUPPLIES/ CHARGES ARE AN INTEGRAL PART OF THE REPAIR OF YOUR MOTOR VEHICLE. THESE CHARGES ARE TO COMPENSATE DEALER FOR MATERIALS OR SERVICES NOT OTHERWISE INCLUDED IN THE PARTS & LABOR CHARGES FOR YOUR SERVICE VISIT. YOU WILL BE CHARGED 10% OF YOUR LABOR CHARGE FOR THOSE SUPPLIES WITH A MAXIMUM CHARGE OF \$25.00.

THE SELLER, MENTOR MITSUBISHI-KIA, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND MENTOR MITSUBISHI-KIA NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE OR PRODUCT.

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MAR 26 2018

CUSTOMER NO.	ADVISOR AMBER	TAG NO.	INVOICE DATE 03/19/18	INVOICE NO.
	LABOR RATE	0556	COLOR SNOW WHT PE	STOCK NO.
		MILEAGE 16,956	DELIVERY DATE 11/10/16	DELIVERY MILES 5
EASTLAKE, OH	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G		R. O. DATE 03/12/18	
	F.T.E. NO.	P.O. NO.		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: [REDACTED]

JOB# 1 CHARGES

LABOR

SEE HISTORY CUSTOMER STATES HEATER AND BLOWER ARE INOP. WHEN THE CUSTOMER ARRIVED WE DID CONFIRM THE BLOWER MOTOR WAS INOP NOT WORKING.
CONTACTED TECHNICAL ASSISTANCE CASE #12658807
PER TECHNICAL ASSISTANCE, TEST DROVE VEHICLE AND MONITORED VOLTAGE ON JP-PIN #6 - VOLTAGE GOOD. CHECKED GROUND AT G602 FRAME RAIL CLEANED AND REATTACHED. STILL NO CHANGE. UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME. NO PROBLEM FOUND.
AFTER TAPPING THE TOP OF THE JUNCTION BLOCK ON THE INITIAL DROP OFF, THE BLOWER MOTOR WORKED AND HAS BEEN WORKING NO FURTHER REPAIRS HAVE BEEN MADE TO THE HEATING AND COOLING SYSTEM. CONTACTED TECHNICAL ASSISTANCE CASE #12658807
PER TECHNICAL ASSISTANCE, TEST DROVE VEHICLE AND MONITORED VOLTAGE ON JP-PIN #6 - VOLTAGE GOOD. CHECKED GROUND AT G602 FRAME RAIL CLEANED AND REATTACHED. STILL NO CHANGE. UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME. NO PROBLEM FOUND.
DESIGNED.

SERVICE HOURS
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM
SATURDAY
8:00 AM To 4:00 PM

MISCELLANEOUS SHOP SUPPLIES/CHARGES ARE AN INTEGRAL PART OF THE REPAIR OF YOUR MOTOR VEHICLE. THESE CHARGES ARE TO COMPENSATE DEALER FOR MATERIALS OR SERVICES NOT OTHERWISE INCLUDED IN THE PARTS & LABOR CHARGES FOR YOUR SERVICE VISIT. YOU WILL BE CHARGED 10% OF YOUR LABOR CHARGE FOR THOSE SUPPLIES WITH A MAXIMUM CHARGE OF \$25.00.

JOB# 1 TOTALS

LABOR 46.00

JOB# 1 JOURNAL PREFIX #115 JOB# 1 TOTAL 46.00

TOTALS

CONTROL#

ACCOUNT NUMBER

TOTAL LABOR 46.00
TOTAL PARTS 0.00
TOTAL SUBLET 0.00
TOTAL C.O.V. 0.00
TOTAL MISC. CHG. 0.00
TOTAL TO CASH 0.00
TOTAL TAX 0.00

TOTAL INVOICE \$ 46.00

THE SELLER, MENTOR MITSUBISHI-KIA, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND MENTOR MITSUBISHI-KIA NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE OR PRODUCT.

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MAR 06 2018

CUSTOMER NO.	ADVISOR AMBER	TAG NO.	INVOICE DATE 03/05/18	INVOICE NO.
	LABOR RATE	0556	COLOR SNOW WHT PE	STOCK NO.
	LICENSE NO.	MILEAGE 16,689	DELIVERY DATE 11/10/16	DELIVERY MILES 5
YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 03/01/18	REPRINT# 1
MO: [REDACTED]				

JOB# 1 CHARGES

LABOR

CUSTOMER STATES BLOWER FAN NOT WORKING
FOLLOWING THE PREVIOUS REPAIR THE TECHNICIAN FOUND A POOR
CONNECTION AT THE EM-11 PIN25 AND PASSED THE DRAG TEST. TEST
VEHICLE VEHICLE IS OPERATING AS DESIGNED THE VEHICLE WAS
RETURNED BACK TO THE GUEST.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

PROVIDE CUSTOMER WITH A RENTAL CAR WHILE VEHICLE IS IN FOR
REPAIRS. (SUV)
RENTAL CAR PROVIDED WHILE VEHICLE IS IN FOR REPAIRS. AT NO
CHARGE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 0.00

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS **GMCKO-PHILLIPS**
5W20 OR 5W30 DEPENDING ON YOUR VEHICLE'S REQUIREMENTS AS
SPECIFIED BY KIA MOTORS. IT IS A GUARANTEED FULLY MEETS
OR EXCEEDS ALL NEW CAR MANUFACTURER'S REQUIREMENTS
API SERVICE "SN" ILSAC "GF5"

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLT	0.00
TOTAL P.O.O.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS! YOU MAY GET AN E-MAIL OR PHONE
CALL FROM KIA CONCERNING YOUR VISIT. WE STRIVE TO MAKE ALL
OF OUR GUESTS 100% SATISFIED. IF YOU ARE NOT 100%
SATISFIED WITH YOUR SERVICE, PLEASE LET US KNOW IMMEDIATELY.
SCOTT A. WILLIAMS, SERVICE DIRECTOR

SERVICE HOURS
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM
SATURDAY
8:00 AM To 4:00 PM

MISCELLANEOUS SHOP SUPPLIES/
CHARGES ARE AN INTEGRAL PART OF
THE REPAIR OF YOUR MOTOR VEHICLE.
THESE CHARGES ARE TO COMPENSATE
DEALER FOR MATERIALS OR SERVICES
NOT OTHERWISE INCLUDED IN THE
PARTS & LABOR CHARGES FOR YOUR
SERVICE VISIT. YOU WILL BE CHARGED
10% OF YOUR LABOR CHARGE FOR
THOSE SUPPLIES WITH A MAXIMUM
CHARGE OF \$25.00.

THE SELLER, MENTOR MITSUBISHI-KIA,
HEREBY EXPRESSLY DISCLAIMS ALL
WARRANTIES, EITHER EXPRESS OR
IMPLIED, INCLUDING ANY IMPLIED
WARRANTY OF MERCHANTABILITY OR
FITNESS FOR A PARTICULAR PURPOSE,
AND MENTOR MITSUBISHI-KIA NEITHER
ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNECTION WITH
THE SALE OF THE VEHICLE OR
PRODUCT.

**MENTOR
MITSUBISHI - KIA**



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www.mentorkia.com



MENTOR MITSUBISHI
8505 Mentor Avenue, MENTOR, OHIO 44060
TELEPHONE: (440) 534-5000
www.mentormitsubishi.com

Ref

FEB 20 2018

CUSTOMER NO.	ADVISOR DAVID	TAG NO. 0509	INVOICE DATE 02/19/18	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 16,307	COLOR SNOW WHT PE
EASTLAKE,	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED	DELIVERY DATE 11/10/16	DELIVERY MILES 5	STOCK NO.
	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/19/18	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: MO	

JOB# 1 CHARGES-----

LABOR-----
JOB# 1 55N17-----

CUSTOMER STATES BLOWER FAN IS NOT WORKING SPECIAL ORDERED
PART 0624
BLOWER MOTOR IS INTERMITTENTLY NOT POWERING AND NOT ALLOWING
THE FAN TO WORK.
REPLACED THE BLOWER MOTOR ASSEMBLY, WORKING PROPERLY AT THIS
TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	97113-D5000	FAN & MOTOR ASS		0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

COMMENTS-----
X08Y9F0FMK:created 2018-02-13 11:04:00am taken by Amber Jones

TOTALS-----

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONFORMS WITH API
SAE 5W20 OR 5W30 DEPENDING ON YOUR VEHICLE'S REQUIREMENTS AS
SPECIFIED BY KIA MOTORS. IT IS A SYNTHETIC BLEND THAT MEETS
OR EXCEEDS ALL NEW CAR MANUFACTURER REQUIREMENTS.
API SERVICE "SN" ILSAC "GF5"

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL C.O.G.	0.00
TOTAL MISC CHG	0.00
TOTAL DISC DISC	0.00
TOTAL TAX	0.00

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OF OUR GUESTS 100% SATISFIED. IF YOU ARE NOT 100%
SATISFIED WITH YOUR SERVICE, PLEASE FEEL FREE TO CONTACT

THANK YOU

SERVICE HOURS

MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM
SATURDAY
8:00 AM To 4:00 PM

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CHARGE OF \$25.00.

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CUSTOMER NO.	ADVISOR AMBER	TAG NO.	INVOICE DATE 02/13/18	INVOICE NO.
	LABOR RATE	LICENSE NO.	COLOR SNOW WHT PE	STOCK NO.
		MILEAGE 16,088	DELIVERY DATE 11/10/16	DELIVERY MILES 5
EASTLAKE, OH	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/13/18	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO:	

JOB# 1 CHARGES-----**LABOR-----**

CUSTOMER STATES BLOWER WAS NOT WORKING, STATES ALL ELEMENTS
LIGHT UP BUT NO AIR FLOW. STATES WHEN ATTEMPTING TO TURN ON,
THERE WAS A BURNING SMELL.
BLOWER MOTOR HAS HIGH RESISTANCE, INTERNAL BLOWER FAILURE
BLOWER MOTOR ON ORDER
ETA 2/15/18

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	0	97113-D5000	FAN & MOTOR ASS	227.38	0.00
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
TOTAL - PARTS					0.00

JOB# 1 TOTALS-----**JOB# 2 CHARGES-----****LABOR-----**

PERFORM KIA EXPRESS TUNING OIL CHANGE WASH WAX
FILTER, PERFORM MULTI POINT INSPECTION
COMPLETED KIA EXPRESS TUNING OIL CHANGE

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	PK504	WAX	****	****
	1	71513-25001	WAX	1.02	1.02
	1	26300-35504	FILTER	6.60	6.60
TOTAL - PARTS					7.62

G.O.G. & SUPPLIES-----				
1.0	5W30 ENGINE OIL (TUR)	44.18	AMST	14.18
TOTAL - GOG				14.18

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
	CLK	LABOR DISC COUPON KIA		-4.00
	CPK	PARTS DISC COUPON KIA		-4.00
TOTAL - MISC				-8.00

JOB# 2 TOTALS-----**JOB# 3 CHARGES-----****LABOR-----**

SERVICE HOURS
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM
SATURDAY
8:00 AM To 4:00 PM

MISCELLANEOUS SHOP SUPPLIES/
CHARGES ARE AN INTEGRAL PART OF
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10% OF YOUR LABOR CHARGE FOR
THOSE SUPPLIES WITH A MAXIMUM
CHARGE OF \$25.00.

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FEB 14 2018

CUSTOMER NO.	ADVISOR AMBER	TAG NO.	INVOICE DATE 02/13/18	INVOICE NO.
	LABOR RATE	0556	COLOR SNOW WHT PE	STOCK NO.
	LICENSE NO.	MILEAGE 16,088	DELIVERY DATE 11/10/16	DELIVERY MILES 5
EASTLAKE, OH	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/13/18	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: [REDACTED]

PERFORM SERVICE ACTION SA303: AIR INTAKE HOSE REPLACEMENT & ECU UPGRADE
SOME VEHICLE EQUIPPED WITH 2.0T ENGINE MAY EXHIBIT AN IMPAIRED
AIR INTAKE HOSE
COMPLETED AIR INTAKE HOSE REPLACEMENT WITH ECU UPGRADE (SA303A) .6

SERVICE HOURS
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM
SATURDAY
8:00 AM To 4:00 PM

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	28140-C1510QK	HOSE ASSY-AIR 1		
				TOTAL - PARTS	0.00

JOB# 3 TOTALS-----

JOB# 4 CHARGES-----

LABOR-----

PERFORM A COMPLIMENTARY MULTI-POINT INSPECTION ALONG WITH A
FREE CAR WASH.
COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION AND FREE
CAR WASH.

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

TOTALS	CONTROL NO

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONFORMANT WITH
SAE 5W20 OR 5W30 DEPENDING ON YOUR VEHICLE'S REQUIREMENTS
SPECIFIED BY KIA MOTORS. IT IS A FULLY SYNTHETIC OIL THAT
OR EXCEEDS ALL NEW CAR MANUFACTURER'S REQUIREMENTS
API SERVICE "SN" ILSAC "GF5"

TOTAL LABOR	21.15
TOTAL PARTS	7.62
TOTAL SUPPLIES	0.00
TOTAL MISC	14.18
TOTAL MISC CHG	2.12
TOTAL MISC DISC	-8.00
TOTAL TAX	2.59

THANK YOU FOR YOUR BUSINESS! YOU MAY GET AN E-MAIL OR PHONE
CALL FROM KIA CONCERNING YOUR VISIT. WE STRIVE TO MAKE ALL
OF OUR GUESTS 100% SATISFIED. IF YOU ARE NOT 100%
SATISFIED WITH YOUR SERVICE PLEASE LET US KNOW.

TOTAL INVOICE \$ 39.66

MISCELLANEOUS SHOP SUPPLIES/
CHARGES ARE AN INTEGRAL PART OF
THE REPAIR OF YOUR MOTOR VEHICLE.
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CUSTOMER NO.	ADVISOR DAVID	TAG NO. 0509	INVOICE DATE 09/25/17	INVOICE NO.
	LABOR RATE	LICENSE NO.	COLOR SNOW WHT PE	STOCK NO.
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED	MILEAGE 9,777	DELIVERY DATE 11/10/16	DELIVERY MILES 5
EASTLAKE, OH	VEHICLE I.D. NO. 5XXGV4L20GG		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/25/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO:	

JOB# 1 CHARGES**LABOR**

PERFORM KIA EXPRESS TURBO OIL CHANGE, REPLACE OIL AND
 FILTER, PERFORM MULTI-POINT INSPECTION
 COMPLETED KIA EXPRESS TURBO OIL CHANGE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK504	OIL CHANGE KIT	1.02	****
	1	21513-23001	GASKET-OIL PLUG	6.60	
	1	26300-35504	FILTER ASSY-ENG	7.62	
TOTAL - PARTS				14.18	

G.O.G. & SUPPLIES					
1.0	5W30 ENGINE OIL (TUR	0	14.180 /UNIT	14.18	
TOTAL - GOG				14.18	

JOB# 1 TOTALS

LABOR	21.15
PARTS	7.62
G.O.G.	14.18

JOB# 2 CHARGES**LABOR**

CUSTOMER STATES NOTATE TIRE
 NORMAL MAINTENANCE INTERVAL
 COMPLETED TIRE ROTATION AS REQUESTED

JOB# 2 TOTALS

LABOR	19.95
-------	-------

JOB# 3 CHARGES**LABOR**

PERFORM A COMPLIMENTARY MULTI-POINT INSPECTION WITH A
 FREE CAR WASH.
 COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION AND FREE
 CAR WASH.

JOB# 3 TOTALS

LABOR	0.00
-------	------

PERFORM A COMPLIMENTARY MULTI-POINT INSPECTION WITH A
 FREE CAR WASH.
 COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION AND FREE
 CAR WASH.

JOB# 3 TOTALS

LABOR	0.00
-------	------

JOB# 3 JOURNAL PREFIX KICS JOB# 3 TOTAL

LABOR	0.00
-------	------

MISC

CODE	DESCRIPTION	CONTROL NO	
------	-------------	------------	--

SS	SHOP SUPPLIES		4.11
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TOTAL - MISC			4.11
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COMMENTS

K08V85JP43:created 2017-07-31 08:54:00am taken by Anthony Mazzocco

SERVICE HOURS

MONDAY THRU FRIDAY

7:30 AM TO 6:00 PM

SATURDAY

8:00 AM To 4:00 PM

MISCELLANEOUS SHOP SUPPLIES/
 CHARGES ARE AN INTEGRAL PART OF
 THE REPAIR OF YOUR MOTOR VEHICLE.
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 DEALER FOR MATERIALS OR SERVICES
 NOT OTHERWISE INCLUDED IN THE
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SEP 25 2017

CUSTOMER NO. [REDACTED]	ADVISOR DAVID	0509	TAG NO. [REDACTED]	INVOICE DATE 09/25/17	INVOICE NO. [REDACTED]
[REDACTED] EASTLAKE, OH	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 9,777	COLOR SNOW WHT PE	STOCK NO. [REDACTED]
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED			DELIVERY DATE 11/10/16	DELIVERY MILES 5
	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 09/25/17
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: [REDACTED]

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONOCO PHILLIPS 5W20 OR 5W30 DEPENDING ON YOUR VEHICLE'S REQUIREMENTS AS SPECIFIED BY KIA MOTORS. IT IS A SYNTHETIC BLEND THAT MEETS OR EXCEEDS ALL NEW CAR MANUFACTURER REQUIREMENTS. API SERVICE "SN" ILSAC "GF5"

TOTAL LABOR	41.10
TOTAL PARTS	7.62
TOTAL SUBLET	0.00
TOTAL S.O.G.	14.18
TOTAL MISC CHG.	4.11
TOTAL MISC DISC	0.00
TOTAL TAX	4.69

TOTAL INVOICE \$ 71.70

THANK YOU FOR YOUR BUSINESS! YOU MAY GET AN E-MAIL OR PHONE CALL FROM KIA CONCERNING YOUR VISIT. WE STRIVE TO MAKE ALL OF OUR GUESTS 100% SATISFIED. IF YOU ARE NOT 100% SATISFIED WITH YOUR SERVICE, PLEASE FEEL FREE TO CONTACT SCOTT A. WILLIAMS, SERVICE DIRECTOR (440) 953-1000. THANK YOU

SERVICE HOURS

MONDAY THRU FRIDAY

7:30 AM TO 6:00 PM

SATURDAY

8:00 AM To 4:00 PM

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CUSTOMER NO.	ADVISOR ANTHONY MAZZOCCO J	TAG NO. 0704	INVOICE DATE 08/01/17
LABOR RATE	MILEAGE 9,777	COLOR SNOW WHT PE	
YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED	DELIVERY DATE 11/10/16	DELIVERY MILES 5	
VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 07/31/17	
COMMENTS			MO:

JOB# 1 CHARGES

LABOR

C/S: CUSTOMER STATES WHEN PRESSING GAS PEDAL THERE IS A WIND TUNNEL NOISE. SOUNDS LIKE IT IS COMING FROM ENGINE AREA. HIGH SPEEDS INTAKE HOSE MELTED THAT CONNECTS TO THROTTLE REPLACE INTAKE HOSE ASSEMBLY CASE

PARTS	QTY	FP-NUMBER	DESCRIPTION	WARRANTY
	1	28140-C1510	HOSE ASSY-AIR	
TOTAL - PARTS				0.00

G.O.G. & SUPPLIES

FREIGHT (PARTS)

TOTAL - GOG

WARRANTY 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

KIA MULTI-POINT INSPECTION COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION AND FREE CAR WASH.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

TIRE ROTATION

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX KICS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

CUSTOMER STATES REAR TIRE HAS NAIL IN IT PLUG LEFT REAR TIRE

JOB# 4 TOTALS

LABOR 23.95

JOB# 4 JOURNAL PREFIX KICS JOB# 4 TOTAL 23.95

SERVICE HOURS

MONDAY THRU FRIDAY
 7:30 AM TO 6:00 PM

SATURDAY
 8:00 AM TO 4:00 PM

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AUG 01 2017

CUSTOMER NO.	ADVISOR ANTHONY MAZZOCCO J	TAG NO.	INVOICE DATE 08/01/17
	LABOR RATE	MILEAGE 9,777	COLOR SNOW WHT PE
EASTLAKE, OH	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED	DELIVERY DATE 11/10/16	DELIVERY MILES 5
	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/31/17
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO:

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A SS SHOP SUPPLIES TOTAL - MISC 2.40

COMMENTS-----
 WAIT-0738

TOTALS-----

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONOCO-PHILLIPS66 5W20 OR 5W30 DEPENDING ON YOUR VEHICLES REQUIREMENTS AS SPECIFIED BY KIA MOTORS. IT IS A SYNTHETIC BLEND THAT MEETS OR EXCEEDS ALL NEW CAR MANUFACTURER REQUIREMENTS. API SERVICE "SN" ILSAC "GF5"

TOTAL LABOR.... 23.95
 TOTAL PARTS.... 0.00
 TOTAL SUBLET.... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 2.40
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 1.84

TOTAL INVOICE \$ 28.19

THANK YOU FOR YOUR BUSINESS! YOU MAY GET AN E MAIL OR PHONE CALL FROM KIA CONCERNING YOUR VISIT. WE STRIVE TO MAKE ALL OF OUR GUESTS 100% SATISFIED. IF YOU ARE NOT 100% SATISFIED WITH YOUR SERVICE, PLEASE FEEL FREE TO CONTACT

SERVICE HOURS
 MONDAY THRU FRIDAY
 7:30 AM TO 6:00 PM
 SATURDAY
 8:00 AM To 4:00 PM

MISCELLANEOUS SHOP SUPPLIES/ CHARGES ARE AN INTEGRAL PART OF THE REPAIR OF YOUR MOTOR VEHICLE. THESE CHARGES ARE TO COMPENSATE DEALER FOR MATERIALS OR SERVICES NOT OTHERWISE INCLUDED IN THE PARTS & LABOR CHARGES FOR YOUR SERVICE VISIT. YOU WILL BE CHARGED 10% OF YOUR LABOR CHARGE FOR THOSE SUPPLIES WITH A MAXIMUM CHARGE OF \$25.00.

THE SELLER, MENTOR MITSUBISHI-KIA, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND MENTOR MITSUBISHI-KIA NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE OR PRODUCT.

**MENTOR
 MITSUBISHI - KIA**



Thank you for bringing your car to
 Mentor Mitsubishi-Kia for service.

**MENTOR KIA**

9090 Mentor Avenue, MENTOR, OHIO 44060
TELEPHONE: (440) 953-1000
www.mentorkia.com

**MENTOR MITSUBISHI**

8505 Mentor Avenue, MENTOR, OHIO 44060
TELEPHONE: (440) 534-5000
www.mentormitsubishi.com

CUSTOMER NO.	ADVISOR KENNETH FUSSELMAN	0630	TAG NO.	INVOICE DATE 04/27/17	IMAGE NO.
	LABOR RATE		MILEAGE 6,007	COLOR SNOW WHT PE	
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED			DELIVERY DATE 11/10/16	DELIVERY MILES 5
	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/27/17		
COMMENTS					

MO:

LABOR-----
KIA Multi-Point Vehicle Inspection
COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION AND FREE
CAR WASH.

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

LABOR-----
CUSTOMER STATES A/C IS NOT BLOWING COLD AIR.
SCANNED AND FOUND NO CODES IN A/C MODULE.
A/C SYSTEM IS FULL.
INSPECTION FOUND A/C COMPRESSOR IS NOT POWERING ON.
TECH CONFIRMED A/C IS BLOWING WARM AIR.
POWER AND GROUND A/C COMPRESSOR - GOOD
A/C COMPRESSOR HAS FAILED.
PERFORMED REPLACEMENT OF THE A/C COMPRESSOR.
PERFORMED EVAC AND RECHARGE
RE-TESTED SYSTEM - OPERATING AS DESIGNED AT THIS TIME.

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
1	97701-3V110RU	REMAN COMPRESSOR	
-1	97701-3V110RU	CORE RETURN	
TOTAL - PARTS			0.00

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
1.0	REFRIGERANT, OPTeon XF		
TOTAL - GOG			0.00

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 0.00

LABOR-----
CUSTOMER STATES PERFORM 1ST OIL CHANGE - COMPLIMENTARY
PERFORM OIL AND FILTER CHANGE
COMPLETE CUSTOMER 1ST ENGINE OIL CHANGE - COMPLIMENTARY.
CHANGE ENGINE OIL, REPLACE FILTER & DRAIN PLUG GASKET.

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
1	PK504	OIL CHANGE KIT	1.00
1	21513-23001	GASKET-OIL PLUG	6.60
1	26300-35504	FILTER ASSY-ENG	6.60
TOTAL - PARTS			7.60

SERVICE HOURS
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM
SATURDAY
8:00 AM To 4:00 PM

MISCELLANEOUS SHOP SUPPLIES/
CHARGES ARE AN INTEGRAL PART OF
THE REPAIR OF YOUR MOTOR VEHICLE.
THESE CHARGES ARE TO COMPENSATE
DEALER FOR MATERIALS OR SERVICES
NOT OTHERWISE INCLUDED IN THE
PARTS & LABOR CHARGES FOR YOUR
SERVICE VISIT. YOU WILL BE CHARGED
10% OF YOUR LABOR CHARGE FOR
THOSE SUPPLIES WITH A MAXIMUM
CHARGE OF \$25.00.

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www.mentormitsubishi.com

CUSTOMER NO. [REDACTED]	ADVISOR KENNETH FUSSELMAN	TAG NO. 0630	INVOICE DATE 04/27/17	INVOICE NO. [REDACTED]
[REDACTED] EASTLAKE, OH	LABOR RATE [REDACTED]	MILEAGE 6,007	COLOR SNOW WHT PE	[REDACTED]
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED		DELIVERY DATE 11/10/16	DELIVERY MILES 5
	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 04/27/17
RE [REDACTED]	COMMENTS			
				MO: [REDACTED]

G.O.G. & SUPPLIES
1.0 5W20 ENGINE OIL - 4 CYL. @ 10.720 /UNIT
TOTAL - GOG 10.72

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
1ST-OIL 1st OIL CHANGE - FREE
TOTAL - MISC -37.95

JOB# 3 TOTALS-----
LABOR 19.63
PARTS 7.60
G.O.G. 10.72
MISC -37.95

JOB# 4 CHARGES-----
JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

LABOR-----
37.95
THE VEHICLE MAY EXHIBIT A BUZZING NOISE THAT MAY INCREASE IN CONJUNCTION WITH THE HVAC FAN SPEED, POPPING OR CLICKING NOISE WHEN DRIVING OVER BUMPS OR TURNING, AND OR A LOOSE FOLDING COVER DEPENDING ON THE VEHICLE. COMPLETE SA270A DECORATIVE COVER LUBRICATION, WEATHERSTRIP INSPECTION, & FOLDING COVER INSPECTION. LABOR OF [REDACTED] (.4)

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

JOB# 5 CHARGES-----
LABOR-----

PROVIDE CUSTOMER WITH A RENTAL CAR WHILE VEHICLE IS IN FOR REPAIRS.
RENTAL CAR PROVIDED WHILE VEHICLE IS IN FOR REPAIRS.

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
RENTAL RENTAL CAR
TOTAL - MISC WARRANTY 0.00

JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX K1CS JOB# 5 TOTAL 0.00

COMMENTS-----
created 2016-11-16 11:32:00am taken by REBECCA BANKS

SERVICE HOURS
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM
SATURDAY
8:00 AM To 4:00 PM

MISCELLANEOUS SHOP SUPPLIES/ CHARGES ARE AN INTEGRAL PART OF THE REPAIR OF YOUR MOTOR VEHICLE. THESE CHARGES ARE TO COMPENSATE DEALER FOR MATERIALS OR SERVICES NOT OTHERWISE INCLUDED IN THE PARTS & LABOR CHARGES FOR YOUR SERVICE VISIT. YOU WILL BE CHARGED 10% OF YOUR LABOR CHARGE FOR THOSE SUPPLIES WITH A MAXIMUM CHARGE OF \$25.00.

THE SELLER, MENTOR MITSUBISHI-KIA, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND MENTOR MITSUBISHI-KIA NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE OR PRODUCT.

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**MENTOR MITSUBISHI**

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TELEPHONE: (440) 534-5000
www.mentormitsubishi.com

CUSTOMER NO.	[REDACTED]		ADVISOR KENNETH FUSSELMAN	0630	TAG NO.	[REDACTED]	INVOICE DATE 04/27/17	INVOICE NO.	[REDACTED]
[REDACTED]		LABOR RATE	LICENSE NO. GZK9058	MILEAGE 6,007		COLOR SNOW WHT PE	[REDACTED]		
[REDACTED]		YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED				DELIVERY DATE 11/10/16	DELIVERY MILES 5		
[REDACTED]		VEHICLE I.D. NO. 5XXGV4L20GG				SELLING DEALER NO.	PRODUCTION DATE		
[REDACTED]		F.T.E. NO.		P.O. NO.		R.O. DATE 04/27/17	[REDACTED]		
[REDACTED]		COMMENTS							
[REDACTED]		MO: [REDACTED]							

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONOCO-PHILLIPS66 5W20 OR 5W30 DEPENDING ON YOUR VEHICLES REQUIREMENTS AS SPECIFIED BY KIA MOTORS. IT IS A SYNTHETIC BLEND THAT MEETS OR EXCEEDS ALL NEW CAR MANUFACTURER REQUIREMENTS. API SERVICE "SN" ILSAC "GF5"

TOTAL LABOR....	19.63
TOTAL PARTS....	7.60
TOTAL SUBLET....	0.00
TOTAL G.O.G....	10.72
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-37.95
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

SERVICE HOURS
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM
SATURDAY
8:00 AM To 4:00 PM

THANK YOU FOR YOUR BUSINESS! YOU MAY GET AN E MAIL OR PHONE CALL FROM KIA CONCERNING YOUR VISIT. WE STRIVE TO MAKE ALL OF OUR GUESTS 100% SATISFIED. IF YOU ARE NOT 100% SATISFIED WITH YOUR SERVICE, PLEASE FEEL FREE TO CONTACT SCOTT A. WILLIAMS SERVICE DIRECTOR (440) 953-1000. THANK YOU!

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**MENTOR
MITSUBISHI - KIA**



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**MENTOR KIA**

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www.mentorkia.com

**MENTOR MITSUBISHI-FIAT**

8505 Mentor Avenue, MENTOR, OHIO 44060
TELEPHONE: (440) 534-5000
www.mentormitsubishi.com
www.mentorfiat.com



CUSTOMER NO. [REDACTED]	ADVISOR REBECCA BANKS	0738	TAG NO. [REDACTED]	INVOICE DATE 11/09/16
MENTOR, OH [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 5	COLOR SNOW WHT PE
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED			
NONE	VEHICLE I.D. NO. 5XXXGV4L20GG		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. INTERNAL	P.O. NO.	R.O. DATE 11/07/16	
RESIDENCE PHONE	BUSINESS PHONE 440-953-1000	COMMENTS		

MO: [REDACTED]

JOB# 1 CHARGES

LABOR

CUSTOMER STATES PERFORM DIAGNOSTIC ON BATTERY. VEHICLE HAD TO BE JUMPED. VEHICLE WOULD NOT SHIFT OUT OF PARK. WINDSHIELD WIPERS ARE NOT WORKING. SUN ROOF CONTROLS ARE NOT WORKING. CHECK HIGH BEAM ASSIST SYSTEM WARNING LIGHT ON. CHECK LDWS LIGHT ON. CHECK ABS SYSTEM LIGHT ON. CHECK SMART CRUISE CONTROL SYSTEM LIGHT ON. TMS LIGHT ON AND FLASHING. TESTED BATTERY. GR8 FOUND BAD BATTERY CELL. REPLACED BATTERY. ALL FUNCTIONS NORMAL AT THIS TIME.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
	1	37110-H6A00U	BATTERY		
TOTAL - PARTS					0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONOCO PHILLIPS 5W20 OR 5W30 DEPENDING ON YOUR VEHICLE'S REQUIREMENTS AS SPECIFIED BY KIA MOTORS. IT IS A SYNTHETIC MOTOR OIL THAT MEETS OR EXCEEDS ALL NEW CAR MANUFACTURER REQUIREMENTS. API SERVICE "SN" ILSAC "GF5"	TOTAL LABOR...	0.00
	TOTAL PARTS...	0.00
	TOTAL SUBLET...	0.00
	TOTAL S.O.G...	0.00
	TOTAL MISC CHG...	0.00
	TOTAL MISC DISC...	0.00
	TOTAL TAX.....	0.00
TOTAL INVOICE \$		0.00

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CUSTOMER SIGNATURE

DUPLICATE INVOICE

SERVICE HOURS
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM
SATURDAY
8:00 AM To 4:00 PM

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MENTOR
MITSUBISHI - FIAT - KIA



Thank you for bringing your car to
Mentor Mitsubishi-Fiat-Kia for service.

**MENTOR KIA**

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TELEPHONE: (440) 953-1000
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**MENTOR MITSUBISHI-FIAT**

8505 Mentor Avenue, MENTOR, OHIO 44060
TELEPHONE: (440) 534-5000
www.mentormitsubishi.com
www.mentorfiat.com



CUSTOMER NO.	ADVISOR DAVID	TAG NO.	INVOICE DATE 04/01/16
	LABOR RATE	LICENSE NO.	COLOR 1 SNOW WHT PE
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED	MILEAGE	DELIVERY DATE
MENTOR, OH	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G		DELIVERY MILES
NONE	F.T.E. NO. INTERNAL	P.O. NO.	SELLING DEALER NO.
RESIDENCE PHONE			PRODUCTION DATE
	COMMENTS		R.O. DATE 04/01/16

MO:

JOB# 1 CHARGES

LABOR

PRE-DELIVERY INSPECTION
(OPTIMA/RONDO)
COMPLETED PRE-DELIVERY INSPECTION.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX K1CP JOB# 1 TOTAL 0.00

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS SUPER-S 5W20 OR 5W30
DEPENDING ON YOUR VEHICLE REQUIREMENTS AS SPECIFIED BY KIA
CORPORATION. IT IS A SYNTHETIC BLEND THAT MEETS OR EXCEEDS
ALL MANUFACTURER REQUIREMENTS.
SERVICE CATEGORY API "SN" ILSAC "GL5".

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS! YOU MAY GET AN E MAIL OR PHONE
CALL FROM KIA CONCERNING YOUR VISIT. WE STRIVE TO MAKE ALL
OF OUR GUESTS 100% SATISFIED. IF YOU ARE NOT 100%
SATISFIED WITH YOUR SERVICE, PLEASE FEEL FREE TO CONTACT
KEITH MARINO, SERVICE DIRECTOR (440)953-1000. THANK YOU AND
ENJOY YOUR DAY!

CUSTOMER SIGNATURE

SERVICE HOURS
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM
SATURDAY
8:00 AM To 4:00 PM

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KIA, HEREBY EXPRESSLY DISCLAIMS
ALL WARRANTIES, EITHER EXPRESS
OR IMPLIED, INCLUDING ANY IMPLIED
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NEITHER ASSUMES NOR AUTHORIZES
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FOR IT ANY LIABILITY IN CONNECTION
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PRODUCT.

**MENTOR
MITSUBISHI - FIAT - KIA**



Thank you for bringing your car to
Mentor Mitsubishi-Fiat-Kia for service.

To whom this may Concern,

This is to confirm that on 4/27/2017
I took my car into KIA of mentor with a milage
of 6008, with complaints of Heater/A/c and vent/
blower not working properly, and at times not working
at all. Blower/Heat/A/c would not turn on, and
blow heat/air to its proper functioning. On Print out
History R.O. number [REDACTED]

[REDACTED]
6/4/18



Motor Vehicle Lease Agreement



Finance

Lease Date: 11/10/2016

Call us toll-free at (866) 331-5632

1. PARTIES AND VEHICLE DESCRIPTIONS

Lessee: [Redacted] Billing Address: [Redacted] Address: EASTLAKE OH [Redacted] City: [Redacted] State: [Redacted] Zip: [Redacted]		LEASOR (Dealer): Dealer: MENTOR KIA Address: 5090 MENTOR AVE Street Address: MENTOR OH 44060 City: [Redacted] State: [Redacted] Zip: [Redacted]	
Co-Lessee: N/A Billing Address: ☐ Check box if same as Lessee Address: N/A City: [Redacted] State: [Redacted] Zip: [Redacted]		GARAGING ADDRESS: ☐ Check box if same as Lessee's Billing Address ☐ Check box if same as Co-Lessee's Billing Address Address: 34275 S. WINDSOR CT. #101 (Street Address - No P.O. Boxes) EASTLAKE OH 44095 City: [Redacted] State: [Redacted] Zip: [Redacted]	
LEASED VEHICLE: ☒ New ☐ Used 2016 KIA OPTIMA Year: 2016 Make: KIA Model: OPTIMA VIN: 5XXGV4L20GG [Redacted] Odometer: [Redacted] ☐ If checked, the Vehicle's primary intended use is for a Business, Commercial or Agricultural purpose.		DESCRIPTION OF TRADE-IN VEHICLE: 2008 MITSUBISHI LANCER Year: 2008 Make: MITSUBISHI Model: LANCER Gross Agreed Upon Trade-In Allowance: \$ 3500.00 Outstanding Prior Credit or Lease Balance: N/A (To Be Paid by Dealer/Lessor): \$ N/A Net Trade-In Allowance (if less than 0, then enter 0): \$ 3500.00	

Lessee and Co-Lessee ("you," "your" and together the "Lessee") each agree to lease the Leased Vehicle described above, including all equipment, parts and accessories (the "Vehicle") from Lessor ("we," "us" and "our") according to the terms and conditions of this Motor Vehicle Lease Agreement ("Lease"). Each of you who executes this Lease will be individually liable to us for all Lease obligations and for the entire amount owing under this Lease. After you sign this Lease, we will assign it to Hyundai Lease Titling Trust ("HLTT") and the terms "Assignee," "we," "us" and "our" will refer to HLTT and its agents or to any subsequent assignee.

FEDERAL CONSUMER LEASING ACT DISCLOSURES

2. AMOUNT DUE AT LEASE SIGNING OR DELIVERY (Itemized below) \$ 8500.00	3. MONTHLY PAYMENTS A. Your first Monthly Payment of \$ 310.01 is due on 11/10/2016 followed by 38 payments of \$ 310.01 due on the 10th of each month, beginning on 12/10/2016. B. The Total of your Monthly Payments is \$ 12090.39	4. OTHER CHARGES (Not part of your Monthly Payment) A. Turn-In Fee (if you do not purchase the Vehicle) \$ 400.00 B. N/A \$ N/A C. Total \$ 400.00	5. TOTAL OF PAYMENTS (The amount you will have paid by the end of the Lease) \$ 20680.38
---	--	---	---

ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

A. Amount Due at Lease Signing or Delivery: (1) Capitalized Cost Reduction \$ 7471.49 (2) Sales/Use Tax on Capitalized Cost Reduction \$ 350.00 (3) First Monthly Payment \$ 310.01 (4) Refundable Security Deposit \$ N/A (5) Acquisition Fee \$ N/A (6) Initial License, Title and Registration Fees \$ 368.50 (7) Sales/Use Tax \$ N/A (8) N/A \$ N/A (9) N/A \$ N/A (10) N/A \$ N/A (11) TOTAL \$ 8500.00	B. How the Amount Due at Lease Signing or Delivery will Be Paid: (1) Net Trade-In Allowance \$ 3500.00 (2) Rebates and Noncash Credits \$ 5000.00 (3) Amount to Be Paid in Cash \$ N/A (4) N/A \$ N/A (5) TOTAL \$ 8500.00
---	--

YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW

A. Gross Capitalized Cost. The agreed upon value of the Vehicle (\$ 34805.00) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance) \$ 36189.79 B. Capitalized Cost Reduction. The amount of any Net Trade-In Allowance, Rebate, Noncash Credit, or Cash you pay that reduces the Gross Capitalized Cost \$ 7471.49 C. Adjusted Capitalized Cost. The amount used in calculating your Base Monthly Payment \$ 28718.30 D. Residual Value. The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment \$ 17659.20 E. Depreciation and any Amortized Amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term \$ 11059.10 F. Rent Charge. The amount charged in addition to the Depreciation and any Amortized Amounts \$ 1031.29 G. Total of Base Monthly Payments. The Depreciation and any Amortized Amounts plus the Rent Charge \$ 12090.39
--

7. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW

A. Gross Capitalized Cost. The agreed upon value of the Vehicle (\$ <u>34805.00</u>) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ 36189.79
B. Capitalized Cost Reduction. The amount of any Net Trade-in Allowance, Rebate, Noncash Credit, or Cash you pay that reduces the Gross Capitalized Cost	- \$ 7471.49
C. Adjusted Capitalized Cost. The amount used in calculating your Base Monthly Payment	= \$ 28718.30
D. Residual Value. The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	- \$ 17659.20
E. Depreciation and any Amortized Amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term	= \$ 11059.10
F. Rent Charge. The amount charged in addition to the Depreciation and any Amortized Amounts	+ \$ 1031.29
G. Total of Base Monthly Payments. The Depreciation and any Amortized Amounts plus the Rent Charge	= \$ 12090.39
H. Lease Payments. The number of payments in your Lease	+ 39
I. Base Monthly Payment	= \$ 313.01
J. Monthly Sales/Use Tax	+ \$ N/A
K. Other (specify): <u>N/A</u>	+ \$ N/A
L. Total Monthly Payment	= \$ 313.01

EARLY TERMINATION. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

8. EXCESS WEAR AND USE

You may be charged for excess wear based on our standards for normal use and for mileage in excess of 12000 miles per year (prorated based on the number of months in the Lease Term) at the rate of 20 ¢ per mile. No rebate or credit will be paid to you if the mileage is less than the specified amount.

☐ If this box is checked, you have purchased an additional N/A miles per year (prorated based on the number of months in the Lease Term), at 15¢ per mile, which is included in your Monthly Payment. No rebate or credit will be paid to you if the end of term mileage is less than the specified amount.

9. PURCHASE OPTION AT END OF LEASE TERM

You have an option to purchase the Vehicle from us at the scheduled end of the Lease Term, **AS IS, WHERE IS**, from us or a party we designate (See Section 23), for the Residual Value on line 7D above ("Purchase Price") plus a Purchase Option Fee of \$ 0.00. If you purchase the Vehicle through the originating Dealer (named in Section 1 above), instead of the Purchase Option Fee, you will pay a fee to such Dealer in the amount of \$ N/A. You are also responsible for any official fees, such as those for taxes, tags, license and registration. Please see Section 23 on the back of this Lease for additional terms and conditions.

See both sides of this Lease for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

Notice: If you do not meet your Lease obligations, you may lose the Vehicle.

AK, OR and SD Notice: If this Lease is for a consumer purpose, then this Lease is **CONSUMER PAPER**.

A. Agreed Upon Value of Vehicle	\$ <u>34805.00</u>
B. Sales/Use Tax	\$ <u>789.79</u>
C. License, Title and Registration Fees	\$ <u>N/A</u>
D. Outstanding Prior Credit or Lease Balance	\$ <u>N/A</u>
E. Dealer Documentation/Service Fee**	\$ <u>N/A</u>
F. Optional Vehicle Service Contract	\$ <u>N/A</u>
G. Optional Excess Wear & Use Waiver	\$ <u>N/A</u>
H. <u>N/A</u>	\$ <u>N/A</u>
I. <u>N/A</u>	\$ <u>N/A</u>
J. Acquisition Fee	\$ <u>595.00</u>
K. Total = Gross Capitalized Cost	\$ <u>36189.79</u>

The total estimated amount you will pay for official and license fees, registration, title and taxes (including personal property taxes) over the Lease Term, whether included with your Monthly Payment or assessed otherwise, is \$ 1733.20. The actual total of fees and taxes may be higher or lower than this estimate depending on the tax rates in effect or the value of the Vehicle at the time a fee or tax is assessed.

If the Vehicle is new, the Vehicle is covered by the manufacturer's standard new car warranty. If the Vehicle is not new, there is no express warranty on the Vehicle unless indicated below:

- ☐ Used vehicle limited warranty provided by the manufacturer.
☐ Remainder of standard new vehicle limited warranty provided by the manufacturer.

LESSOR LEASES THE VEHICLE TO YOU "AS IS," EXCEPT AS PROVIDED IN THIS LEASE (AND UNLESS PROHIBITED BY LAW), WE MAKE NO EXPRESS OR IMPLIED WARRANTIES OR REPRESENTATIONS AS TO THE VEHICLE'S (OR ANY OF ITS PARTS OR ACCESSORIES) CONDITION, MERCHANTABILITY, SUITABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE AND WE MAKE NO OTHER REPRESENTATIONS OR WARRANTIES WHATSOEVER. If this Lease is entered into in Kansas, Maine, Massachusetts, Mississippi, Vermont (if the Vehicle is new) or West Virginia, Lessor does not disclaim any implied warranty of merchantability or fitness for any particular purpose.

**** NOTICE TO MISSISSIPPI LESSEES: A DOCUMENT/SERVICE FEE IS NOT AN OFFICIAL FEE AND IS NOT REQUIRED BY LAW. HOWEVER, IT MAY BE CHARGED TO A BUYER/LESSEE FOR THE HANDLING OF DOCUMENTS AND THE PERFORMING OF SERVICES RELATED TO THE SALE OR LEASE AND MAY INCLUDE DEALER PROFIT. THIS NOTICE IS REQUIRED BY REGULATION OF THE MISSISSIPPI MOTOR VEHICLE COMMISSION.**

12. TERM AND SCHEDULED MATURITY DATE

The Lease Term is 40 months ("Lease Term").

The Scheduled Maturity Date: 02/10/2020

Provider N/A Term (in Months or Years) N/A Lessee Initials N/A Co-Lessee Initials N/A
☐ Optional Excess Wear and Use Waiver Price: \$ N/A
 Provider N/A Term (in Months or Years) N/A Lessee Initials N/A Co-Lessee Initials N/A
☐ Other: N/A Premium/Price: \$ N/A
 Product Description N/A
 Provider N/A Term (in Months or Years) N/A Lessee Initials N/A Co-Lessee Initials N/A
☐ Other: N/A Premium/Price: \$ N/A
 Product Description N/A
 Provider N/A Term (in Month or Years) N/A Lessee Initials N/A Co-Lessee Initials N/A

Hyundai Lease Titling Trust
 PO Box 20809
 Fountain Valley, CA 92728-0809

NOTICE TO MICHIGAN LESSEES: The Adjusted Lease Balance upon early termination (see Section 22) may be different than the actual cash value of the Vehicle as determined by your automobile insurer. Unless we agree to waive your liability upon a Total Loss of the Vehicle (see Section 25B, below), then you will be responsible for the difference between the Adjusted Lease Balance and the Vehicle's actual cash value as determined by the insurer.

Lessee's Initials N/A / Co-Lessee's Initials N/A

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

17. LEASE MODIFICATIONS

Any change to this Lease must be in a writing signed by us and you, except that (a) we may agree to requests for extensions, deferrals and due date changes (if offered by us) by phone and confirmed by us in writing, unless the law requires a signed written agreement, and (b) we may, in our sole discretion, modify any term(s) of this Lease without your signature upon written notice to you of the modified term(s), if the modified term(s) are at least as favorable to you as the existing terms of this Lease. Your signature on this notice shall be deemed your consent to the modified term(s). No other oral changes are binding.

Lessee Signature N/A

Co-Lessee Signature N/A

18. NOTICES AND SIGNATURES

BY SIGNING BELOW, YOU AGREE THAT KIA MOTORS FINANCE MAY OBTAIN ONE OR MORE CREDIT REPORTS OR OTHER CONSUMER REPORTS ABOUT YOU FOR USE IN CONNECTION WITH ATTEMPTING TO COLLECT AMOUNTS OWED UNDER THIS LEASE, ENFORCING THIS LEASE OR SELECTING YOU TO RECEIVE MARKETING SOLICITATIONS FOR FUTURE RETAIL FINANCING OR LEASE PROGRAMS.

NOTICE TO LESSEE: (1) DO NOT SIGN THIS LEASE BEFORE YOU READ IT. (2) YOU ARE ENTITLED TO A COPY OF THIS LEASE.

THIS IS A LEASE AGREEMENT. THIS IS NOT A PURCHASE AGREEMENT. PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN.

BY SIGNING BELOW, YOU ACKNOWLEDGE THAT: (1) YOU HAVE READ THE ENTIRE LEASE, INCLUDING THE REVERSE SIDE; (2) YOU AGREE TO ALL OF THE PROVISIONS OF THIS LEASE; (3) YOU HAVE RECEIVED A COMPLETELY FILLED-IN COPY OF THIS LEASE; AND (4) THIS IS A LEASE AND YOU HAVE NO OWNERSHIP RIGHTS IN THE VEHICLE UNLESS AND UNTIL YOU EXERCISE YOUR OPTION TO PURCHASE THE VEHICLE SET FORTH IN THIS LEASE.

A. INDIVIDUAL LESSEE

Lessee Signature: N/A
 Name: N/A

Lessee Signature: N/A
 Name: N/A

B. BUSINESS LESSEE

Signature: N/A

Name: N/A

Title: N/A

C. LESSOR SIGNATURE AND ASSIGNMENT. The authorized signature of the Lessor below has the effect of: (1) accepting the terms and conditions of this Lease; (2) acknowledging verification of the Lessee's insurance coverage required by this Lease; and (3) assigning to Hyundai Lease Titling Trust, P.O. Box 20829, Fountain Valley, CA 92728-0829 or its successors and assigns all right, title and interest in and to this Lease, the proceeds of this Lease and the Vehicle, according to the terms and conditions of the Dealer Lease Sale Agreement between Hyundai and the Lessor.

Authorized Signature: N/A

Name: BRET WOLTELLA

Title: DEPT. MGR

AutoPay Authorization

I authorize Hyundai Capital America dba Kia Motors Finance ("KMF") to initiate monthly Automated Clearing House (ACH) debit entries (and, if necessary, other debit or credit entries to correct errors) to the deposit account listed below (the "Account") on the payment due date specified in my motor vehicle lease (the "Lease"), each in the amount of the monthly payment specified in the Lease plus any applicable sales, use, rental or other taxes and any other charges due under the Lease and reflected on the most recent monthly statement. I agree that I will remain responsible for arranging payments due under the Lease until KMF confirms that it has initiated AutoPay, which may take up to two billing cycles. This authorization shall remain in effect, and KMF will continue to charge my Account, until I revoke my authorization by calling KMF's Customer Service Department at (866) 331-5632 at least 3 business days prior to the next scheduled payment due date, to avoid further charges. I understand that when I revoke this authorization I will be responsible for scheduling and making all subsequent payments to KMF when due under the Lease. In addition, if funds are not available when KMF attempts to charge my Account, I will be responsible for arranging alternative payment to KMF and agree to pay KMF any late charges due under the Lease as well as any returned check, processing or insufficient funds fees as set forth in the Lease. Except to the extent imposed by applicable law, KMF shall have no liability to me with respect to a debit against the Account which is drawn in an incorrect amount or drawn after I have revoked authorization for AutoPay, other than the responsibility to correct any error. I represent to KMF that I am the holder of the Account or am authorized to make payments from the Account. I acknowledge that I received a copy of this authorization for my records.

Bank Name N/A Name of Account Holder 1 N/A Date N/A Name of Account Holder 2 N/A Date N/A
 Bank Account Number N/A Signature of Account Holder 1 N/A Signature of Account Holder 2 N/A
 Bank Routing Number (9 digits) N/A
 Account Type (Checking, Savings or Money Market) N/A Account Holder Email Address N/A
☐ Attached is a copy of a cancelled check



STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION

PLATE NO.: [REDACTED] REG. DATE: 06/20/2017 EXP. DATE: 06/20/2018 ISSUE DATE: 06/29/2017 APP NO.: 530459GA
VALIDATION NO.: [REDACTED] ELECTRONIC POA AGENCY: 4327
LESSEE NAME: [REDACTED] VEHICLE OWNERSHIP: LEASE USER ID: DT
LESSOR: HYUNDAI LEASE TITLING TRUST OLD APP NO.: [REDACTED]
LESSEE ADDR: [REDACTED] OLD PLATE: [REDACTED]
CITY: EASTLAKE LESSOR ADDR: [REDACTED]
STATE OH ZIP: [REDACTED] ADD. CITY: NEWPORT BEACH
TAX DISTRICT: EASTLAKE ADD. STATE: CA ADD. ZIP: [REDACTED]
COUNTY: LAKE
INSIDE CORP LIMIT: YES VEHICLE CLASS: PASSENGER
VEHICLE YEAR: 2016 ODOMETER READING: 05
BODY TYPE: 4S MAKE: KIA STATE FEES: \$31.00
CERTIFICATE TITLE NO.: [REDACTED] PLATE TYPE: OHIO PRIDE
VEH. SERIAL NO.: 5XXGV4L20GG [REDACTED] REG TYPE: RENEWAL LOCAL TAX: \$20.00
PURCHASE DATE: 11/10/2016 REFL/CO. FEE: \$0.00
SUSPENSION/REVOCATION: NO DEPUTY FEE: \$3.50
PRIOR OPERATION: YES
FEES PAID: YES TOTAL FEES: \$54.50

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without insurance or FR coverage.
- PROOF OF INSURANCE OR FR COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.
- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license until requirements are met on first offense, one year on second offense, and two years on third and subsequent offenses* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$100.00 on first offense, \$300.00 for second offense, and \$600.00 for third and subsequent offenses*Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:*AN INSURANCE POLICY showing automobile liability insurance of at least \$25,000 bodily injury per person, \$50,000 injury two or more persons, and \$25,000 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate.

X SIGNATURE ON FILE

SIGNATURE OF OWNER(S)

DATE

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13.
APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD.

THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

RECEIVED BY [REDACTED]

DATE [REDACTED]

RESTRICTED

CUSTOMER COPY

NATIONWIDE ARBITRATIONS & INSPECTIONS

8027 West McNab Road
954-724-1888

Tamarac, FL
or our Web site

33321
www.autoinspections.net

		Start Date: 05/14/18	Arb. Date: 06/13/18
Bureau:	CBBB	Case Number:	

Staff Contact & Extension #:	Todd Eikenberry,	Fax:	954-933-7384
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Customer:	
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Address:		Eastlake, OH	
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Telephone:	Day:		Evening:	
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Alternate Phone - Contact Information:	
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Vehicle Location:	Same as above.
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Status Information

DISPATCHED: 06-13-2018. Report Completed: 06-20-2018.

Vehicle Information

Make:	Kia	Model:	Optima	Year:	2016
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Mileage:	17413	V.I.N.:	5XXGV4L20GG	
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Request Date:	06/12/2018 04:47:03 PM	Complete By:	ASAP
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Any Special Instructions:	
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Completion Date/Time:	6/20/18 12:14 PM	Inspector:	David Pesta
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Odometer at Start:	20182	After Road Test:	20188
Miles Driven:	6	Date/Time Inspected:	6/18/2018 5:30 PM

Reminders to Technical Expert:

Do not deviate from below reference procedures! If malfunction, noise or condition is not evident during road test - make sure you have driven the vehicle at least 10 miles to give subject component(s) a sufficient window of opportunity to malfunction.

IMPORTANT:

1. It is critically important that you have no communication with the customer, manufacturer or dealer other than scheduling an appointment and obtaining the keys from the customer at the time of the inspection.
2. The customer, manufacturer or dealer is **NOT** to accompany you on the test drive.
3. If the customer, manufacturer or dealer tries to engage you in conversation, please advise them that you are not permitted to discuss the case with them. You may refer them to call their **BBB AUTO LINE** case specialist if they have any questions.

Technical Inspection Request

Problem:	HVAC system. Blower does not work properly (intermittent).
Does Problem Exist:	No
Probable Cause(s):	N/A
Test, Evaluation and Basis for Conclusion(s):	The inspector verified that the blower motor operated flawlessly on all fan speeds, in all HVAC modes with the outside air, air conditioning or heater engaged, with no unusual noises, malfunctions or irregularities apparent at any time during the road test or inspection. The inspector noted the blower speed was appropriate to the settings and fan speeds selected at all times.
Problem:	Air from vents is not consistent (warm and cold).
Does Problem Exist:	Yes
Probable Cause(s):	Suspect a low refrigerant charge, a refrigerant leak and/or another problem in the AC system that will require additional testing and diagnosis to pinpoint the root cause of the problem.
Test, Evaluation and Basis for Conclusion(s):	The ambient temperature was approximately 104 degrees at the time of this inspection. The inspector used a thermometer and verified the air temperature emanating from the left-center

	and left-outer vents was always 10 to 20 degrees warmer than the air blowing out of the right air circulation vents with the air conditioning engaged, suggesting a low refrigerant charge and/or a refrigerant leak. The air emanating from the vents never achieved a temperature below 78 degrees, further evidence of a low refrigerant charge and/or another problem that needed.
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Questions

Technical Expert's Biography

Technical Expert:	Dave Pesta
Years of Experience:	32+
Certified By:	ASE
ASE Identification #:	2122-2918

Areas of Certification

Engine Repair:	06/18	Suspension & Steering:	06/18
Heating & Air Conditioning:	12/18	Electrical / Electronic Systems:	12/18
Auto Trans / Transaxle:	06/18	Engine Performance:	12/18
Manual Drive Train & Axles:	06/18	Brakes:	12/18
ASE Master Technician:	06/18		

David has been in the automotive industry for the past 32 years and has been performing mechanical breakdown inspections for the past 22 years.

Nationwide Arbitrations & Inspections, reserves the right to review any additional information, evidence, etc. as it becomes available and to amend this report and its findings further, should it become necessary. Liability limited to cost of service.



Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Road
Irvine, CA 92606-1790 USA
T 1 949 468 4800 F 1 949 468 4905

Case Number: [REDACTED]

Consumer Name: [REDACTED]

DPSM: Jack Sparling

KIA'S COMMENTS REGARDING TECHNICAL EXPERT FINDINGS AND FINAL REPAIR OPPORTUNITY

On 06/13/2018, the arbitrator, [REDACTED] gave KMA a final repair attempt to be completed within 10 business days of the arbitration date.

On 06/18/2018, an independent Technical Expert, prior to KMA completing this final repair attempt, confirmed the following:

The HVAC Blower Motor operated flawlessly on all fan speeds, in all HVAC modes with the outside air, air condition or heater engaged, with no unusual noises, malfunctions or irregularities apparent at any time during the road test or inspection. The inspector noted the blower speed was appropriate to the settings and fan speeds selected at all times.

Please note that an inoperative blow motor was the main concern [REDACTED] outlined in her case for a replacement vehicle.

The Technical Expert also confirmed the following outstanding problem:

Air temperature from vents is not consistent. With an ambient temperature of approximately 104 degrees at the time of inspection, the inspector used a thermometer and verified the air temperature emanating from the left-center and left-outer vents was always 10 to 20 degrees warmer than the air blowing out of the right air circulation vents with the air conditioning engaged. This, along with the air emanating from the vents never achieving a temperature below 78 degrees, suggested a low refrigerant charge and/or leak.

Between 06/20/2018 and 06/22/2018, our Field Technical Specialist (FTS) inspected vehicle and confirmed "buzzing/grinding noise" in the vehicle while the A/C was on. The noise that was heard (actually hissing) is typical of the expansion valve when the system is low on charge. FTS noted noise from the evaporator area during A/C operation and high vent temperatures while operating. Upon further inspection, noted signs of leakage (oil residue) from the suction tube area of the A/C line. 0.22 LBS of Freon were recovered from the system confirming low charge in the system. Replaced affected suction tube, added dye to system and re-charged A/C to specifications. Vehicle was test driven extensively with no further noise and proper vent temperatures were present.

Note: Fan operation was fully functional on all fan speeds, in all HVAC modes with the outside air, A/C or heater engaged during all testing before and after line replacement.

On 06/25/2018, our Senior District Parts and Services Manager (SDPSM), Jack Sparling, test drove the vehicle for 1.2 hours under a variety of conditions. All functional modes of the HVAC system were set and confirmed to be fully functional. All blower motor settings and speeds were initiated and were fully functional. The A/C outlet temperature varied as settings were selected and were functioning normally. SDPSM is satisfied that the system is fully functional at this time. SDPSM filled customer's fuel tank after test drive was completed.

Note: Low A/C charge may cause evaporator icing that would block air flow thru the system. Blower motor function would be unaffected

We (KMA) contend that the concerns Ms. Weakland was having with her vehicle are now resolved, per the final repair attempt granted by the arbitrator.

Therefore, at this time, we request the BBB case be closed.

Form completed by:

Kaan Gurocak
Central Region Consumer Affairs
(949) 468-4865 – Direct Line
(949) 299-3202 - Fax
Date: 6/25/2018



Reasons for Decision

Submitted Date: 07/09/18

VIN: 5XXGV4L20GC

Customer: - Hearing Date: 06/13/18

Arbitrator: Frances S Bulloff

Question 1

It is determined that a { Please list below } decision is a fair resolution of this dispute.

Repurchase

- b For the following reasons, the decision listed above is a fair resolution of this dispute. (If relevant, explain how lemon law standards apply to the facts in this case)

Consumer [REDACTED] leased her 2016 Kia Optima from Mentor Kia November 10, 2016. In the Agreement to Arbitrate she listed: Blower Motor and Heater. At the hearing she clarified that "heater" means "heating" and "cooling". She began experiencing problems with the HVAC system in April, 2017 and took the vehicle to Mentor Kia 4/27/17 at 6008 miles complaining that the air conditioning was not blowing out cold air.

The dealer found that the a/c compressor was not powering on and that there was a buzzing noise that may increase in conjunction with the HVAC fan speed. They replaced the a/c compressor, performed EVAC and recharged the system. The vehicle was out of service 1 day.

The consumer testified that the same problems continued regardless of the season. In winter, the defroster would fail and in summer the seats were burning hot. She returned to Mentor Kia 7/31/17 at 9,777 miles with the same noise complaints as before. Consumer complained when pressing the gas pedal there is a wind tunnel noise. The dealer found that the intake hose melted which connects to the throttle and replaced it. The vehicle was out of service for 2 days. These are the only repair attempts within the first 12 months of service.

The consumer returned to the dealer 2/13/18 at 16,088 miles complaining that the blower was not working and there was no air flow plus there was a burning smell. The dealer replaced the air intake hose and ordered a blower motor part. The vehicle was out of service 1 day. Consumer returned 2/19/18 at 16,307 when the part came in. The dealer replaced the blower motor assembly. The vehicle was out of service 1 day. Consumer returned to the dealer 3/1/18 with 16,689 miles, stating that the blower was not working. The dealer found a poor connection and repaired it. The vehicle was out of service 5 days. Consumer returned 3/12/18 with 16,956 miles complaining again that the blower motor was not working. Dealer contacted technical assistance and tried cleaning connections, but could not duplicate the problem. The vehicle was out of service for 8 days. Consumer returned 3/29/18 with 17,371 miles and said that the blower would work and then shut off, stopped working for five days and then came back on plus there was a loud "saucer" noise from the blower when there was no air flow. The dealer removed some debris in the cage of the blower motor but was unable to duplicate the complaints. The vehicle was out of service for 20 days.

At the hearing the consumer was noticeably frustrated and angry with the dealer and manufacturer for not being able to figure out what is wrong with her car. At one point the dealer claimed to the consumer they called for an electrical engineer, but that inspection did not in fact ever happen. The mfr representative confirmed that an electrical engineer never came to see the car. Consumer maintains that the same problems have been recurring to date despite the various repair attempts including blower working and then not working to send out hot or cold air flow, noises from the HVAC system variously described as grinding, buzzing, clicking, saucer turning,

and hissing. At the hearing she submitted a recent repair order dated 5/16/18 at 19,337 miles with the same complaints of no air coming through the a/c, hissing noise, and a burning smell. [REDACTED] The dealer removed the blower, checked for burning smell, found no smell or problems. The vehicle was out of service 14 days.

A non driving inspection was performed at the BBB hearing with 20,157 miles on the vehicle. We were unable to replicate noise or problems with air flow of the a/c in 5-10 minutes of running the car while sitting in the parking lot. Consumer also offered into evidence a video recording which revealed some whirring noise and she offered a written statement from Courtney Criswell who personally experienced the problems with the HVAC system as a passenger in consumer's vehicle. The manufacturer requested a field inspection by its own specialist which was allowed. The BBB also arranged for its own technical adviser to inspect and report.

The BBB technical expert, Dave Pesta, submitted his report dated 6/20/18. With respect to the problem of the HVAC blower, he said the problem does not currently exist. The blower motor operated flawlessly on all fan speeds in all HVAC modes with no unusual noises, malfunctions, or irregularities. With respect to the air from vents not flowing consistently in warm and cold modes, he found the problem currently does exist. He suspected a low refrigerant charge, leak, or some other problem in the ac system. He was unable to achieve a/c temperature below 78 degrees F on a hot day and the left vents always shot out 10-20 degrees warmer air than the right vents.

Sometime after the BBB technical inspection (between 6/20 and 6/22/18 per the KIA field technical specialist's report), Kia's expert inspected the vehicle and confirmed buzzing and grinding noises while the a/c was on coming from the evaporator and high vent temperatures while operating the a/c. He also found low charge of freon and some oil leakage from the suction tube area of the a/c line. Although KIA was not authorized to repair the vehicle during this inspection, the mfr replaced the faulty suction tube, added dye and recharged the a/c. The mfr asks that the case be closed.

While the evidence does not meet the requirements of the Ohio Lemon Law, consumer's vehicle is eligible for Repurchase under Kia's Program Summary . While there were only two attempts to repair during the first twelve months and only two days of service lost, there were six more attempts within the next twelve months[2 years/24,000 miles] totalling another 49 days out of service. Furthermore, her complaints were verified by both the BBB technical expert and the Kia field technical specialist after the hearing.

Question 2

If awarding a repurchase/replacement, identify the problem(s) upon which the award is based and the number of repair attempts for each problem.

HVAC blower motor: 8

Heater: This is essentially the same as the HVAC problem for a/c and heat which saw 8 repair attempts prior to the hearing.

Question 3

Please indicate the cumulative number of days the vehicle was out of service for all problems

51

Question 4

Was final notice given? (Yes / No / Not Applicable)

n/a

Question 5

Please identify the mileage on the vehicle at the time of the hearing/inspection:

20,157

CASE: [REDACTED]
Arbitrator: Frances S Bulloff

Customer: [REDACTED]
Date: 07/09/18



REPURCHASE DECISION

Submitted Date: 07/09/18

VIN: 5XXGV4L20GC

Customer: [REDACTED] - Hearing Date: 06/13/18

Arbitrator: Frances S Bulloff

Question 1

Vehicle (Year, Make, Model):

2016 Kia Optima

Question 2

The manufacturer shall repurchase the above ("vehicle") owned by the customer within 30 days after the manufacturer's receipt of the customer's acceptance of this decision, in accordance with the provisions of the applicable manufacturer *Program Summary* that set out the remedies to be included in a repurchase award: (Indicate with an "X")

a Under the lemon law

- OR -

b Not under the lemon law

x

Question 3

The following shall be deducted from the amounts paid by the manufacturer:

a If any amount is to be paid by the consumer for the consumer's use of the vehicle, please provide a dollar amount or formula (being certain to reference the mileage used) for the Reasonable Allowance for Use:

20, 157 miles at date of hearing

The Manufacturer may deduct for any damage beyond normal wear and tear that is not caused by a vehicle nonconformity and that is not repaired by the customer prior to the completion of this transaction.

The manufacturer shall provide the customer with a written statement of all amounts that will be paid under this decision. If there is a dispute as to any amounts that should be paid by the manufacturer, the customer may submit a written request to BBB AUTO LINE asking that the arbitrator resolve the dispute. BBB AUTO LINE must receive the customer's request no later than 10 days after the customer receives the manufacturer's statement of amounts that will be paid.

The arbitrator's resolution of the dispute will be provided to the parties in the form of a decision that the customer may accept or reject, and a rejection will be considered to be a rejection of this repurchase decision. The manufacturer's time for performance under this decision shall be extended by the number of days it takes to resolve the dispute submitted by the customer as to any amounts that should be paid by the manufacturer. .

At the time of repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. The vehicle shall have a current registration and be in a similar condition as it was at the time of the hearing, allowing for normal usage. The customer must also comply with all additional requirements in the section of the manufacturer *Program Summary* that sets out customer responsibilities if a repurchase is awarded.

If there is a lienholder, payment of any amounts due shall be made by the manufacturer to the customer and the lienholder as their respective interests appear on the records of ownership.

The manufacturer shall contact the customer to arrange a mutually agreeable location for the repurchase transaction.

CASE: [REDACTED]
Arbitrator: Frances S Bulloff

Customer: [REDACTED]
Date: 07/09/18