

PE19-004

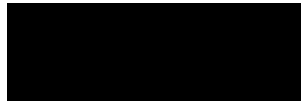
KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA



PART 1 OF 2

**MENTOR KIA**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI-FIAT**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentormitsubishi.com
www.mentorfiat.com

CUSTOMER NO. [REDACTED]	NAME REBECCA BANKS	TAG NO. [REDACTED]	INVOICE DATE 11/09/16
MENTOR KIA	LABOR RATE	LICENSE NO.	MILEAGE 5
MENTOR, OH	YEAR / MAKE / MODEL 16 / KIA / OPTIMA/SX LIMITED	DELIVERY DATE	DELIVERY MILES
NONE	VEHICLE ID NO. 5 X X G V 4 L 2 0 G G	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	F.T.E. NO. INTERNAL	P.O. NO.	R.O. DATE 11/07/16
COMMENTS			

MO: [REDACTED]

JOB# 1 CHARGES

LABOR

CUSTOMER STATES PERIODIC MAINTENANCE. VEHICLE HAD
TO BE JUMPED. VEHICLE HAD NOT RAN. WINDSHIELD WIPERS ARE
NOT WORKING. CHECKED CRUISE CONTROL SYSTEM. CRUISE
CHECK LENS LIGHT ON. CRUISE CONTROL SYSTEM IS NOT
TESTED BATTERY. ONE TANK. BATTERY REPLACED.
REPLACED BATTERY.
ALL FUNCTIONS NORMAL AT THIS TIME.

PARTS	QTY	PP NUMBER	UNIT PRICE	TOTAL	PARTS	INTERNAL
1	37110-HE000					0.00

JOB# 1 TOTALS

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS	0.00
5W20 OR 5W30 DEPENDING ON YOUR VEHICLE	0.00
SPECIFIED BY KIA PATENT. IT IS NOT	0.00
OR EXCEEDS ALL NEW CAR WARRANTIES	0.00
API SERVICE "SA" 15W-40	0.00
TOTAL	0.00
TOTAL DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE	0.00

THANK YOU FOR YOUR BUSINESS. WE
CALL FROM KIA. OUR GOAL IS TO
OF OUR GUESTS YOUR SATISFACTION.
SATISFIED WITH YOUR SERVICE.
SCOTT A. WILLIAMS SERVICE MANAGER

CUSTOMER SIGNATURE

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-FIAT-
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-FIAT-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 - FIAT - KIA**

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

**MENTOR KIA**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentormitsubishi.com

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

JOB# 1 CHARGES-----
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

JOB# 2 CHARGES-----
LABOR-----
CUSTOMER STATES A/C IS NOT BLOWING COLD AIR.
SCANNED AND FOUND NO COILS 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 OK.
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.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	97701-3V110R0	REMAN COMPRESSOR	
	1	97701-3V110R0	DATE RETURN	
TOTAL - PARTS				0.00
D.O. & SUPPLIES				
	1.0	REFRIGERANT, OPTICON SE		0.00
TOTAL - GOG				0.00

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

JOB# 3 CHARGES-----
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 & BRAIN PLUG BASKET

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	PK504	OIL CHANGE KIT	1.00
	1	21513-23001	BASKET-OIL PLUG	1.00
	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
OTHERWISE INCLUDED IN THE
PARTS & LABOR CHARGES FOR YOUR
SERVICE VISIT. YOU WILL BE CHARGED
LABOR CHARGE FOR [REDACTED] WITH A MAXIMUM
[REDACTED].

SELLER, MENTOR
BY EXPRESSLY
WARRANTIES, EITHER
IMPLIED
TY OR
POSE,
EITHER
ASSUMES NOR ASSUMES 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**

MENTOR, OHIO

TELEPHONE

www.mentorkia.com

**MENTOR MITSUBISHI**

MENTOR, OHIO

TELEPHONE

www.mentormitsubishi.com

25

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

G.O.G. & SUPPLIES

1.0 5M20 ENGINE OIL - 4 CYL - 10.720 /UNIT

TOTAL - GOG

10.72

10.72

MISC-----CODE-----DESCRIPTION-----

1ST-OIL 1st OIL CHANGE - FREE

CONTROL NO-----

TOTAL - MISC

37.95

37.95

JOB# 3 TOTALS-----

LABOR

19.63

PARTS

7.60

G.O.G.

10.72

MISC

37.95

JOB# 4 CHARGES-----

JOB# 3 CHARGE PREFIX KIS JOB# 3 TOTAL 0.00

LABOR-----

THE VEHICLE MAY EXHIBIT A BUZZING NOISE THAT MAY INCREASE IN CONJUNCTION WITH THE ROAD SURF SPEED, PLOPPING OR CLICKING NOISE WHEN DRIVING OVER POLES OR TRUCKS, AND OR A LOOSE FOLDING COVER DEPENDANT ON THE VEHICLE COMPLETE SA270A REPAIRING COVER LUBRICATION, INSPECTION, & FOLDING COVER LUBRICATION, LABOR OF (1.4)

JOB# 4 TOTALS-----

JOB# 4 CHARGE PREFIX KIS 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-----

RENTAL RENTAL CAR

CONTROL NO-----

TOTAL - MISC

WARRANTY

0.00

JOB# 5 TOTALS-----

JOB# 5 CHARGE PREFIX KIS JOB# 5 TOTAL 0.00

COMMENTS

Created 2016-11-16 11:32:00am taken by REBECCA BONES

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**

MENTOR, OHIO
 TELEPHONE: [REDACTED]
 www.mentorkia.com

**MENTOR MITSUBISHI**

MENTOR, OHIO
 TELEPHONE: [REDACTED]
 www.mentor Mitsubishi.com

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

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONOCO PHILLIP66 5W20 OR 5W30 DEPENDING ON YOUR VEHICLE'S REQUIREMENTS AS SPECIFIED BY KIA MOTORS. IT IS A SYNTHETIC OIL THAT MEETS OR EXCEEDS ALL NEW CAR MANUFACTURER REQUIREMENTS. API SERVICE "SN" ILSAC "GF5"

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 CONTACT [REDACTED]

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

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**MENTOR OHIO
TELEPHONE: [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**MENTOR OHIO
TELEPHONE: [REDACTED]
www.mentor-mitsubishi.com

CUSTOMER NO. [REDACTED]	ADVISOR ANTHONY MAZZOCCO J	TAG NO. [REDACTED]	INVOICE DATE 08/01/17
[REDACTED]	LABOR RATE [REDACTED]	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 ID. NO. 5XXXGV4L20GG	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/31/17
COMMENTS			MO: [REDACTED]

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 # [REDACTED]

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

G.O.G. & SUPPLIES

FREIGHT (PARTS)

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR

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

JOB# 2 TOTALS

JOB# 3 CHARGES

LABOR

TIRE ROTATION

JOB# 3 TOTALS

JOB# 4 CHARGES

LABOR

CUSTOMER STATES REAR TIRE WAS BALL IN IT. PLUG LEFT REAR TIRE.

JOB# 4 TOTALS

LABOR 23.95

JOB# 4 JOURNAL PREFIX KLOS 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

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

TELEPHONE: [REDACTED]
www.mentorkia.com



MENTOR MITSUBISHI

MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentormitsubishi.com

AUG 01 2017

CUSTOMER NO. [REDACTED]	ADV/SOR ANTHONY MAZZOCCO J	TAG NO. [REDACTED]	INVOICE DATE 08/01/17	INVOICE NO. [REDACTED]
[REDACTED] EASTLAKE, OH	LABOR RATE	LICENSE NO. GZK9058	MILEAGE 9,777	COLOR SNOW WHT PE
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED			DELIVERY DATE 11/10/16
	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G			DELIVERY MILES [REDACTED]
	P.T.E. NO.			SELLING DEALER NO.
P.O. NO.			R.O. DATE 07/31/17	PRODUCTION DATE
RE [REDACTED]	COMMENTS			
				MO: [REDACTED]

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 LONOCO-PHILLIPS66 5W20 OR 5W30 DEPENDING ON YOUR VEHICLE'S REQUIREMENTS AS SPECIFIED BY KIA MOTORS. IT IS A SYNTHETIC OIL 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 HAVE ALL OF OUR GUESTS 100% SATISFIED. IF YOU ARE NOT 100% SATISFIED WITH YOUR SERVICE PLEASE FEEL FREE TO CONTACT SCOTT A. WILLIAMS, SERVICE MANAGER.

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

TELEPHONE [REDACTED]
www.mentorkia.com



MENTOR MITSUBISHI

MENTOR, OHIO
TELEPHONE [REDACTED]
www.mentormitsubishi.com

CUSTOMER NO. [REDACTED]	AD/LSOR DAVID	TAG NO. [REDACTED]	INVOICE DATE 09/25/17	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	COLOR SNOW WHT PE	STOCK NO. [REDACTED]
[REDACTED]	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. 5 X X G V 4 L 2 0 G G	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/25/17	
RESIDENTIAL PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: [REDACTED]

JOB# 1 CHARGES

LABOR

PERFORM KIA EXPRESS TUNE-UP
FILTER, PERFORM MAINTENANCE
COMPLETED KIA EXPRESS TUNE-UP

PARTS	QTY	EP NUMBER	DESCRIPTION	UNIT PRICE	****
	1	PK504	10W-60 MOTOR OIL	1.02	1.02
	1	21513-23001	25000 PSI AIR LINE	6.60	6.60
	1	26300-35504	FILTER	7.62	7.62
TOTAL PARTS					14.18

G.O.G. & SUPPLIES

1.0 5W30 ENGINE OIL	1.02
TOTAL GOG	14.18

JOB# 1 TOTALS

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# 2 CHARGES

LABOR

DIAGNOSTIC
NO
COMPLETED THE

JOB# 2 TOTALS

19.95

JOB# 3 CHARGES

LABOR

PERFORM A COMPLETE
FREE CAR WASH
COMPLETED COMPLETE CAR WASH
CAR WASH

JOB# 3 TOTALS

0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	SHOP SUPPLIES	
TOTAL MISC			4.11

COMMENTS

X08V85JP43:created 2017-07-31 08:54:01am (taken by Anthony Jackson)

**MENTOR
MITSUBISHI - KIA**



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

**MENTOR KIA**

MENTOR, OHIO

TELEPHONE: [REDACTED]

www.mentorkia.com

**MENTOR MITSUBISHI**

MENTOR, OHIO

TELEPHONE: [REDACTED]

www.mentormitsubishi.com

SEP 25 2017

CUSTOMER NO. [REDACTED]	ADVISOR DAVID	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
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED			DELIVERY DATE 11/10/16
	VEHICLE I.D. NO. 5XXGV4L20GG			DELIVERY MILES 5
	F.T.E. NO. [REDACTED]			SELLING DEALER NO. [REDACTED]
	P.O. NO. [REDACTED]			PRODUCTION DATE [REDACTED]
R.O. DATE 09/25/17			[REDACTED]	
COMMENTS [REDACTED] MO: [REDACTED]				

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS 5W20 OR 5W30 DEPENDING ON YOUR MOTOR OIL SPECIFIED BY KIA MOTORS. IT IS THE SAME AS OR EXCEEDS ALL NEW CAR MANUFACTURER'S API SERVICE "SN" PLUS "GF".

41.10
7.62
0.00
14.18
4.11
0.00
4.69
71.70

THANK YOU FOR YOUR BUSINESS! YOUR BEST CALL FROM KIA CONCERNING YOUR VEHICLE. WE ARE OF OUR GUESTS 100% SATISFIED. IF YOU ARE NOT SATISFIED WITH YOUR SERVICE PLEASE CONTACT 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**

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

**MENTOR KIA**TELEPHONE: [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**TELEPHONE: [REDACTED]
www.mentormitsubishi.com

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

JOB# 1 CHARGES

LABOR

CUSTOMER STATES BLOWER MOTOR NOT WORKING. LIGHT UP BUT NO AIR FLOW. THERE WAS A BURNING SMELL. BLOWER MOTOR HAS HIGH RESISTANCE. BLOWER MOTOR ON ORDER. ETA 2/15/18

PARTS QTY PP NUMBER PRICE

0 97113-05000

0.00

PART ON SPECIAL ORDER

** QUANTITY & IS SPECIAL ORDER **

TOTAL PARTS 0.00

JOB# 1 TOTALS

0.00

JOB# 2 CHARGES

LABOR

PERFORMED BY [REDACTED]
FOLLOW UP [REDACTED]
COMPLETED BY [REDACTED]

PARTS QTY PP NUMBER PRICE

1 97113-05000

1.02

1 97113-05000

8.50

1 97113-05000

7.52

G.O.D. & SUPPLIES

1.0 SHRO ENGINE

14.18

TOTAL GOD 14.18

MISC CODE DESCRIPTION PRICE

CLP LABOR DEF

14.00

CPK PARTS DIS

4.00

TOTAL MISC 8.00

JOB# 2 TOTALS

21.15

JOB# 3 CHARGES

LABOR

34.95

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

TELEPHONE [REDACTED]
www.mentorkia.com



K1CS347426
MENTOR MITSUBISHI
TELEPHONE [REDACTED]
www.mentormitsubishi.com

FEB 14 2018

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

PERFORM SERVICE ACTION NASTY AIR INTAKE HOSE REPLACEMENT & ECU UPGRADE
SOME VEHICLE EQUIPPED WITH ECU UPGRADE
IMPAIRED
AIR INTAKE HOSE
COMPLETED AIR INTAKE HOSE REPLACEMENT WITH ECU UPGRADE (SA903A) - 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-G4510004	HOSE-INTAKE AIR		0.00
JOB# 3 TOTALS-----					0.00
JOB# 4 CHARGES-----					0.00
LABOR-----					

PERFORM A COMPLET CAR WASH
FREE CAR WASH
COMPLETED COMPLET CAR WASH
CAR WASH

MISC-----	CODE-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY-----
JOB # A	01	WASH	2.12	2.12
TOTALS-----				

THE MOTOR OIL SUPPLIED BY KIA	21.15
SAVED ON OIL CHARGE	7.62
SPECIFIED BY KIA	0.00
OR EXCEEDS ALL NEW CAR WARRANTY	14.16
API SERVICE	2.12
	8.00
	2.59
TOTAL	39.66

THANK YOU FOR YOUR BUSINESS! VISIT US AT
CALL FROM KIA CONCERNING YOUR SERVICE
OF OUR GUESTS YOUR SATISFACTION IS OUR
SATISFIED WITH YOUR SERVICE
SCOTT A [REDACTED]

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**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentormitsubishi.com

FEB 20 2018

Reb

CUSTOMER NO. [REDACTED]	ADVISOR DAVID	TAG NO. [REDACTED]	INVOICE DATE 02/19/18	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 16,307	COLOR SNOW WHT PE
[REDACTED]	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED	DELIVERY DATE 11/10/16		
EASTLAKE, OH [REDACTED]	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G	DELIVERY MILES 5		
AWEAKLAND01@GMAIL.COM	R.T.E. NO. [REDACTED]	R.O. NO. [REDACTED]	SELLING DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]
[REDACTED]	R.O. DATE 02/19/18			[REDACTED]
COMMENTS				

MO: [REDACTED]

JOB# 1 CHARGES

LABOR

CUSTOMER STATES BLOWER FAN IS NOT WORKING. PART 0624
BLOWER MOTOR IS INTERMITTENTLY NOT WORKING. THE FAN TO WORK.
REPLACED THE BLOWER MOTOR ASSEMBLY. WORKED PROPERLY AT THIS TIME.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PARTS	WARRANTY
	1	97113-05000	[REDACTED]			0.00

JOB# 1 TOTALS

COMMENTS:

X08Y9F0PMK:created 2018-02-19 11:00:00

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA	TOTAL PRICE
5W20 OR 5W30 DEPENDING ON YOUR VEHICLE	0.00
SPECIFIED BY KIA MOTORS. IT IS	0.00
OR EXCEEDS ALL NEW CAR MANUFACTURER'S RECOMMENDATIONS	0.00
API SERVICE "SN" IL-SAC "SP"	0.00
TOTAL	0.00

THANK YOU FOR YOUR BUSINESS!

CALL FROM KIA CONFIRMING YOUR SCHEDULE

OF OUR QUESTS TOON SATISFIED

SATISFIED WITH YOUR SERVICE!

SCOTT A. HILLMAN, SERVICE MANAGER

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**

MENTOR, OHIO

TELEPHONE: [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**

MENTOR, OHIO

TELEPHONE: [REDACTED]
www.mentormitsubishi.com**MAR 06 2018**

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

JOB# 1 CHARGES

LABOR

CUSTOMER STATES BLENDER WAS NOT WORKING
FOLLOWING THE PREVIOUS REPAIR THE BLENDER WAS NOT
CONNECTION AT THE END OF THE BLENDER WAS NOT WORKING
VEHICLE VEHICLE IS OPERATING AS DESIGNED AND RETURNED
RETURNED BACK TO THE GUEST

JOB# 1 TOTALS

JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

PROVIDE CUSTOMER WITH A RENTAL CAR WHILE THE CAR IS
REPAIRS (50%)
RENTAL CAR PROVIDED WHILE CAR IS IN THE SHOP AS A
CHARGE

JOB# 2 TOTALS

JOB# 2 TOTAL 0.00

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS 0.00
ON 5000 DEPENDENT VEHICLE 0.00
SPECIFIED BY THE MOTOR 0.00
OR EXCEEDS ALL MOTOR OIL CHARGES 0.00
API SERVICE 0.00
TOTAL 0.00

THANK YOU FOR YOUR BUSINESS. VISIT US AT
CALL FROM KIA CONSUMER 1-800-854-2629
OF OUR GUESTS 100% SATISFACTION
SATISFIED WITH YOUR SERVICE. VISIT US AT
SCOT

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**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentormitsubishi.com**MAR 26 2018**

CUSTOMER NO. [REDACTED]	ADVISOR AMBER	TAG NO. [REDACTED]	INVOICE DATE 03/19/18	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 16,956	COLOR SNOW WHT PE	STOCK NO. [REDACTED]
EASTLAKE, OH	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. [REDACTED]	P.O. NO. [REDACTED]	R.O. DATE 03/12/18	
[REDACTED]	COMMENTS			

JOB# 1 CHARGES

LABOR

SEE HISTORY CUSTOMER STATED THAT THE ENGINE WOULD NOT START. THE CUSTOMER ARRIVED AT THE MENTOR MITSUBISHI-KIA SERVICE CENTER. THE ENGINE WOULD NOT START. CONTACTED TECHNICAL ASSISTANCE. PER TECHNICAL ASSISTANCE, THE ENGINE WOULD NOT START. VOLTAGE ON JP-PIN IN. NO PROBLEM FOUND. FRAME RAIL CLEANED. NO PROBLEM FOUND. UNABLE TO DUPLICATE PROBLEM. NO PROBLEM FOUND. AFTER TAPPING THE JUMP STARTER, THE ENGINE WOULD NOT START. DROP OFF. THE CUSTOMER RETURNED. NO PROBLEM FOUND. FURTHER REPAIRS HAVE BEEN MADE. SYSTEM. CONTACTED TECHNICAL ASSISTANCE. PER TECHNICAL ASSISTANCE, THE ENGINE WOULD NOT START. VOLTAGE ON JP-PIN IN. NO PROBLEM FOUND. FRAME RAIL CLEANED. NO PROBLEM FOUND. UNABLE TO DUPLICATE PROBLEM. 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

TOTALS

CONTROL#
K15596

46.00

56.00

46.00

0.00

0.00

0.00

0.00

0.00

48.00

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**MENTOR, OHIO
TELEPHONE [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**MENTOR, OHIO
TELEPHONE [REDACTED]
www.mentor-mitsubishi.com

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

JOB# 1 CHARGES-----

LABOR-----

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 HAS 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.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

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-----

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

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

INTERNAL
INTERNAL
INTERNAL

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**MENTOR, OHIO
TELEPHONE [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**MENTOR, OHIO
TELEPHONE [REDACTED]
www.mentormitsubishi.com

CUSTOMER NO. [REDACTED]	ADVISOR AMBER JONES	TAG NO. [REDACTED]	INVOICE DATE 04/17/18	INVOICE NO. [REDACTED]
[REDACTED] EASTLAKE, OH [REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	COLOR SNOW WHT PE	[REDACTED]
	MILEAGE 17,371		DELIVERY DATE 11/10/16	DELIVERY MILES 5
	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 03/29/18	
RESIDENCE PHONE [REDACTED]	WORKING PHONE [REDACTED]	F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	COMMENTS
				MO: [REDACTED]

JOB# 3 TOTALS-----
TOTAL - PARTS 0.00
TOTAL - LABOR 0.00
TOTAL - CHARGES 0.00
LABOR-----

CUSTOMER STATES (NOTATE IN ILS)
NORMAL MAINTENANCE INTERVAL
COMPLETED TIRE ROTATION AS REQUESTED.

JOB# 4 TOTALS-----
TOTAL - PARTS 0.00
TOTAL - LABOR 0.00
TOTAL - CHARGES 0.00
LABOR-----

REPLACE IN CABIN
REPLACED IN CASH VENT

PARTS	QTY	PP	UNIT PRICE	INTERNAL
1	23.79	23.79		0.00

JOB# 5 TOTALS-----
TOTAL - PARTS 0.00
TOTAL - LABOR 0.00
TOTAL - CHARGES 0.00
LABOR-----

COMMENTS-----
DELETED OPERATION (3)
95MIZZYBRAKE YES BRAKES

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 service.

**MENTOR KIA**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentormitsubishi.com

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

TOTALS-----

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONFORMING TO THE	TOTAL LABOR	0.00
5W20 OR 5W30 DEPENDING ON YOUR VEHICLE'S REQUIREMENTS.	TOTAL PAINT	0.00
SPECIFIED BY KIA MOTORS. IT IS A SYNTHETIC OIL THAT MEETS	TOTAL SHIELD	0.00
OR EXCEEDS ALL NEW CAR MANUFACTURER RECOMMENDATIONS.	TOTAL OIL	0.00
API SERVICE "SN" ILSAC "GF5"	TOTAL FLUID CHG	0.00
	TOTAL TIRE 0150	0.00
	TOTAL TIRE	0.00
	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS! YOU MAY CALL ANY TIME TO
CALL FROM KIA CONCERNING YOUR VEHICLE. WE WANT TO MAKE
OF OUR GUESTS 100% SATISFIED. IF YOU ARE NOT
SATISFIED, WE WILL
SCO

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 service.

REPURCHASE / REPLACEMENT CHECKLIST

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

	Dates
Compliance date (e.g., mandated BBB, state arbitration, lawsuits) if applicable	9/7/2018
To meet compliance date, region must have check(s) by	8/27/2018 ?
Loan payoff date	8/10/2018
Date region completed package	8/10/2018
Date NCA reviewed package	
A minimum of 10 business days is required for a priority package to be processed	

Type of case – check one	
☐ Voluntary settlement	☐ Legal settlement by region
☐ Legal settlement per KMA Legal Dept	☒ Settlement ordered by BBB or state
☐ Other (explain)	

Check and include all documents that apply in order listed below	
✓	Repurchase Analysis Form (RAF)
☐ Included in package	☒ RAF is not yet complete. Sent RAF to DPSM on:
☒	Checklist
☒	Score Card
☒	Customer Offer Letter / LNCS / ADL / Settlement Letter
☒	BBB or State Arbitration Decision (if applicable)
☒	BBB Customer Acceptance (if applicable)
☒	BBB Technical Expert Report (if applicable)
☐	BBB or Other Arbitration Claim / Filing Form (if applicable)
☒	Sales Documents – Original Vehicle – Sales / Lease Contract & Invoice (or copy of Screen 1 from the Vehicle Master). Deal Recap or Lease Worksheet optional
☒	Customer Rebate Claim Form or Printout from KIAS – Original Vehicle
☒	Loan Payoff Document
☐	Vehicle Replacement Authorization (if applicable)
☐	Replacement Vehicle Invoice (if applicable)
☐	Substitution of Collateral Form (if applicable)
☐	Refinance Worksheet (if applicable)
☒	Repair Order Recap
☒	TL Siebel Reports Included in Package (if applicable)
☒	FTS Inspection Report (if applicable)
☒	Warranty History & Campaign (Recall) List Showing Completed and Open Recalls
☒	Repair Orders
☒	Copy of VRS Screens and CA Siebel Case Reports
☐	OTHER (please specify):



Consumer Affairs Case Review/Score Card (ECA)

Case Owner:	Gurocak	Date of Initial Contact (current concern):	3/12/2018
Case #:		Date Dispatched to Case Owner:	5/25/2018
Resolution Type:	Repurchase	Date Accepted:	5/25/2018
Source:	BBB/State Arb/AG	ECA accepted within 24 hours?:	Yes
Reason for Repurchase or Goodwill:	Settlement Ordered by BBB	Date first ECA contact:	5/29/2018
Customer Name:		Contacted within 24 hours?:	Yes
Reviewed by:		Date Customer 1st requested repurchase:	3/15/2018
NCA Submission/Review Date (CRU) :		Offer Sent:	8/7/2018
Follow up within 24 hours of voice mail?:		Date Customer Accepted:	8/7/2018
All commitments kept?:		Date Forwarded to NCA:	8/10/2018
Correct attachments?:		Date RAF Requested:	N/A
FTS Appropriate?:		Accepted w/i 24 Hrs of Dispatch?	Yes
FTS Offered and/or Used?:		Customer contacted w/i 24 Hrs?	Yes
Review?		Case notes accurate?	
		GW requests submitted to NCA within 7-10 days?	
		VRS Submitted to NCA within 7-10 days?	Yes
		Exceed BBB, AG ADL response requirement?	

Overall comments (e.g., Reviewed with Legal, PQ Team, or FTS Manager; DPSM involvement, etc.)

Special Handling:





Kia Motors America, Inc.
Corporate Headquarters

Irvine, CA [REDACTED] USA

Tel: [REDACTED]

Sent via email to [REDACTED]

August 7, 2018

[REDACTED]
Eastlake, OH [REDACTED]

Re: Message or Request ID: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

2016 Kia Optima SX Limited

VIN: 5XXGV4L20G[REDACTED]

Dear [REDACTED]

This letter is being written pursuant to the BBB Auto Line Arbitration hearing. Per the arbitrator's decision Kia Motors America (KMA) will repurchase your 2016 Kia Optima (VIN: 5XXGV4L20G[REDACTED]). Please review the details of your repurchase below:

Net Trade-In Allowance	\$3,500.00
20 Payments of \$310.01 Each	\$6,200.20 <i>subject to verification</i>
<u>Subtotal</u>	<u>\$9,700.20</u>
<u>Less Sales/Use Tax on Capital Cost Reduction</u>	<u>(\$350.00)</u>
<u>Less prorated Sales/Use Tax</u>	<u>(\$415.68)</u>
<u>Less Initial License, Title and Registration Fees</u>	<u>(\$368.50)</u>
<u>Less Mileage Deduction (based on 20,157 miles)</u>	<u>(\$7,015.64)</u>
Total Settlement Amount for Option #2	\$1,550.38*

**In addition, Kia Motors America will pay off the underlying vehicle lease. You may be entitled to a refund for any unused portion of an extended service contract or insurance product, if applicable. See your Kia dealer for cancellation information.*

The vehicle will be subject to a physical inspection for damage and/or excessive wear and tear at the surrender appointment. A cashier's check made payable to Kia Motors America, Inc., for any damages beyond normal wear and tear will be required prior to Kia's fulfillment of the terms contained in this settlement.

Sincerely,
Kaan Gurocak
Kia Motors America, Inc.
Consumer Affairs
Phone: [REDACTED]
Fax: [REDACTED]
Email: [REDACTED]

By: [REDACTED]

Acceptance Date: [REDACTED]

[REDACTED]



BBB AUTO LINE

July 11, 2018

[REDACTED]
EASTLAKE OH [REDACTED]

Re: [REDACTED] Weakland vs Kia Motors America 5XXGV4L20GG [REDACTED]

Dear [REDACTED]

Enclosed is the arbitrator's *Decision* and *Reasons for Decision* for your case.

We have also enclosed an *Acceptance/Rejection Form* that must be used to accept or reject the decision. Please complete the form and return it to BBB AUTO LINE so that we receive it in our office **within 14 days** from the date of this letter. We recommend that you call to confirm receipt of this form a few days after you send it to us.

Please note, that according to the terms of the Decision, the manufacturer will provide you with a statement of amounts that will be paid, if you accept the Decision. **Upon receipt of the manufacturer's statement of amounts, you should review and compare it to the manufacturer's Program Summary and/or lemon law remedies, if applicable. If you dispute any of the amounts outlined on the manufacturer's statement, you must submit a written request to our office within 10 days after your receipt of the statement. Your request will be forwarded to the manufacturer for comment and then both positions will be sent to the arbitrator for resolution.** If you believe you are entitled to reimbursement for any amounts (including any attorney fees, if your manufacturer's program summary allows for them) that you have not already submitted to the manufacturer as part of this case, please include documentation for those expenses when you return the enclosed *Acceptance/Rejection* form.

Should you accept the decision, please be aware that a current vehicle registration (valid until the date of the transaction) is required.

Please do not make any changes or additions to the *Acceptance/Rejection Form* as we will consider that a rejection of the decision.

If you have any questions about the decision or the amounts, please feel free to call me at [REDACTED] You may also fax the signed form to me at [REDACTED]

Sincerely,

Todd Eikenberry at Extension [REDACTED]

Council of Better Business Bureaus, Inc.

[REDACTED] Arlington, VA • [REDACTED] Phone [REDACTED] Fax: [REDACTED]



Reasons for Decision

Submitted Date: 07/09/18

VIN: 5XXGV4L20G6

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. [R.O. [REDACTED]]

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. [R.O. [REDACTED]] 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. [R.O. [REDACTED]] 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. [R.O. [REDACTED]] 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. [R.O. [REDACTED]] 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 [R.O. [REDACTED]] 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.[R.O. [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 [REDACTED] 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 Festa, 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



BBB AUTO LINE

ACCEPTANCE OR REJECTION OF DECISION

Date: 07/11/18

Case Number: [REDACTED]

Customer: [REDACTED]

Business: Kia Motors America

Mfr-Info: [REDACTED] OH 5XXGV4L20GG [REDACTED]

If this form is not received in our office within 14 days from the date of the cover letter, the decision will be considered rejected. You may return it to the BBB via fax at [REDACTED]

Please check one of the following.

☒ I ACCEPT THE ARBITRATION DECISION. I understand this means:

- the business will be legally bound to abide by this decision; and,
- I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

You must do the following if you have been awarded a repurchase/replacement award and accept it:

- 1) Contact your financial company to provide permission to release payment and payoff information to the manufacturer in order to complete the repurchase/replacement transaction.

Indicate the date you have done this: 7/16/18

- 2) Please provide the full name of your financing company

KIA Motors FINANCE

Account Number [REDACTED]

Mailing address [REDACTED]

City DALLAS

State TX

Zip [REDACTED]

Telephone number [REDACTED]

Fax number [REDACTED]

☐ I REJECT THE ARBITRATION DECISION. I understand this means:

- * I may pursue other legal remedies under state or federal law; including asserting a cause of action under Section 1345.75 of the Ohio Revised Code.
- * depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
- * the business will not be obligated to perform any part of the decision; and,
- * this will end Better Business Bureau involvement in my case.

Signature(s) of Titled Owner(s): [REDACTED]

Date: 7/16/18

Council of Better Business Bureaus, Inc.

Arlington, VA [REDACTED]

Phone [REDACTED]

Fax [REDACTED]

NATIONWIDE ARBITRATIONS & INSPECTIONS

Tamarac, FL
or our Web site

www.autoinspections.net

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

Staff Contact & Extension #:	Todd Eikenberry, ext.	Fax:
------------------------------	-----------------------	------

Customer:

Address:

Telephone:	Day:	Evening:
------------	------	----------

Alternate Phone - Contact Information:
--

Vehicle Location:	Same as above.
-------------------	----------------

Status Information

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

Vehicle Information

Make:	Kia	Model:	Optima	Year:	2016
-------	-----	--------	--------	-------	------

Mileage:	17413	V.I.N.:	5XXGV4L20GG
----------	-------	---------	-------------

Request Date:	06/12/2018 04:47:03 PM	Complete By:	ASAP
---------------	------------------------	--------------	------

Any Special Instructions:

Completion Date/Time:	6/20/18 12:14 PM	Inspector:	David Pesta
------------------------------	------------------	-------------------	-------------

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.
--	--

Questions

Technical Expert's Biography

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

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.



6/25/18

To Whom this may concern, (Frances Bulloff)
(Arbitrator)

I ask you to please take into consideration the length of time the problem with the HVAC System has occurred. Scott Williams (at KIA of Mentor) himself has heard and seen the HVAC System Intermittently not work. I have taken this car to KIA of Mentor every time I have had a problem with the HVAC System, to have them try to find a resolution. I have been told from Scott Williams (Service Director) that he knows and has witnessed the faulty System and stated, "They cant figure it out". I am asking you to take into consideration the danger my children and I have been in due to this Faulty HVAC System Intermittently not working from the Initial Complaint reported.

Thank You



Kia Motors America, Inc.
Corporate Headquarters

Irvine, CA USA
T [REDACTED]

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, Ms. Frances Bulloff, 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 [REDACTED] 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
[REDACTED] Direct Line
[REDACTED] Fax
Date: 6/25/2018





Motor Vehicle Lease Agreement



Finance

Lease Date: 11/10/2016

Call us toll-free at [REDACTED]

I. PARTIES AND VEHICLE DESCRIPTIONS

Lessee:

Billing Address:

Address

EASTLAKE OH

City

State

Zip

Dealer:

Address:

Street Address

MEMPHIS OH

City

State

Zip

Co-Lessee:

N/A

Billing Address:

☐ Check box if same as Lessee's

N/A

Address

N/A

City

State

Zip

☒ Check box if same as Lessee's Billing Address

Address:

Street Address

EASTLAKE OH

City

State

Zip

☒ New ☐ Used

2016

KIA

OPTIMA

Year

Make

Model

5KXGV4E2000

Odometer

VIN

☐ If checked, the Vehicle's primary intended use is for a Business, Commercial or Agricultural purpose.

2016 MITSUBISHI LANCER

Year

Make

Model

Gross Agreed Upon Trade-In Allowance \$ 3500.00

Outstanding Prior Credit or Lease Balance

(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 Filing Trust ("HLFT") and the terms "Assignee," "we," "us" and "our" will refer to HLFT and its agents or to any subsequent assignees.

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 36 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)

\$ 20600.39

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

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	\$ 17625.20
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	\$ 11093.10
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

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)	\$ <u>36189.79</u>
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	\$ <u>7471.49</u>
C. Adjusted Capitalized Cost. The amount used in calculating your Base Monthly Payment	\$ <u>28718.30</u>
D. Residual Value. The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	\$ <u>17659.20</u>
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	\$ <u>11059.10</u>
F. Rent Charge. The amount charged in addition to the Depreciation and any Amortized Amounts	\$ <u>1031.29</u>
G. Total of Base Monthly Payments. The Depreciation and any Amortized Amounts plus the Rent Charge	\$ <u>12090.39</u>
H. Lease Payments. The number of payments in your Lease	
I. Base Monthly Payment	\$ <u>110.91</u>
J. Monthly Sales/Use Tax	\$ <u>N/A</u>
K. Other (specify): <u>N/A</u>	\$ <u>N/A</u>
L. Total Monthly Payment	\$ <u>110.91</u>

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.

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 10 miles per year (prorated based on the number of months in the Lease Term) at 16¢ 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.

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 the 2D 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.

AR, 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>739.75</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 \$ 1743.25. 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.**

The Lease Term is 30 months ("Lease Term").

The Scheduled Maturity Date: 02/10/2020

Provider Term (in Months or Years) Lessee Co-Lessee Initials

☐ Optional Excess Wear and Use Waiver

Price: \$ N/A

Provider Term (in Months or Years) Lessee Co-Lessee Initials

☐ Other: N/A Product Description

Premium/Price: \$ N/A

Provider Term (in Months or Years) Lessee Co-Lessee Initials

☐ Other: N/A Product Description

Premium/Price: \$ N/A

Provider Term (in Months or Years) Lessee Co-Lessee Initials

Hyundai Lease Tiling Trust

Fountain Valley, CA

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 32A.021(7) and 627.736, Florida Statutes.

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 failure to sign within 10 days after we send you a modification notice shall be deemed your consent to the modified term(s). No other oral changes are binding.

Lessee Signature

Co-Lessee Signature X

S 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.

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. YOU SPECIFICALLY AGREE TO PURCHASE THE VEHICLE SET FORTH IN THIS LEASE.

A. INDIVIDUAL LESSEE

Lessee Signature: X
Name:

Signature: X
Name: N/A

B. BUSINESS LESSEE

Signature: X
Name: 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 Lessor's creditworthiness as required by this Lease; and (3) assigning to Hyundai Lease Tiling Trust, P.O. Box 20629, Fountain Valley, CA 92728-0629 or its successors and assigns, all rights in this Lease, the proceeds of this Lease and the Vehicle, according to the terms and conditions of the Dealer Lease Sale Agreement between

Authorized Signature

Name: DREW WOLFELLA

Title: BUSS 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 (888) 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

Name of Account Holder 1

Date N/A

Name of Account Holder 2

Date N/A

Bank Account Number

Signature of Account Holder 1

Signature of Account Holder 2

Bank Routing Number (9 digits)

☐ Attached is a copy of a cancelled check

Account Type (Checking, Savings or Money Market)

Account Holder Email Address



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.: [REDACTED]
VALIDATION NO.: [REDACTED] ELECTRONIC POA AGENCY: [REDACTED]
LESSEE NAME: [REDACTED] VEHICLE OWNERSHIP: LEASE USER ID: [REDACTED]
LESSOR: HYUNDAI LEASE TITLING TRUST OLD APP NO.: [REDACTED]
OLD PLATE: [REDACTED]
LESSEE ADDR: [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: 48 MAKE: KIA STATE FEES: \$31.00
CERTIFICATE TITLE NO.: [REDACTED] PLATE TYPE: OHIO PRIDE
VEH. SERIAL NO.: 5XXGV4L20G [REDACTED] REG TYPE: RENEWAL LOCAL TAX: \$20.00
PURCHASE DATE: 11/10/2016 SUSPENSION/REVOCATION: NO REFL/CO. FEE: \$0.00
PRIOR OPERATION: YES DEPUTY FEE: \$3.50
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.

OHIO STATE BUREAU OF MOTOR VEHICLES

STATE OF OHIO

RESTRICTED

CUSTOMER COPY

5/25/18
10:45:12

KIA MOTORS AMERICA
Vehicle Master Inquiry - General Information

GUROCAKK

Year: 2016 Model: 55292 Serial#: Full VIN: 5XXGV4L20GG
Ext/Int: SWP SNOW WHITE WK BLACK Engine: Door Key:
Accessory Code: 12 OPT: CF CN CP3 FA1

Inventory Status.....: RS RETAILED
Current Dealer.....: Mentor Kia

Port.....: WP KMMG VPC
Region.....: CE Central Region
Manifest.....:
Emission Code.....:
Allocation Dealer.....: Mentor Kia
Allocation Date/Number: 3/07/16
Fleet Flag/Contract#..:

Ref#:

MSRP Total.....: 36,790.00
Invoice Date/Number...: 3/23/16
Draft Date/Amount.....: 3/31/16 34,523.00
Wholesale Date: 3/30/16 Wholesale Return Date : 0/00/00

F3=Exit F12=Cancel F4=Prompt FSC F8=Vin History F9=Special Programs

5/25/18
10:45:17

KIA MOTORS AMERICA
Vehicle Master Inquiry - Retail Information

[REDACTED]
GUROCAKK

Year: 2016 Model: 55292 Serial#: [REDACTED] Full VIN: 5XXGV4L20GG [REDACTED]
Ext/Int: SWP SNOW WHITE WK BLACK Engine: [REDACTED] Door Key: KD1417
Accessory Code: 12 OPT: CF CN CP3 FA1
Veh Type: [REDACTED] Sales Type: KLSE KIA LEASE SBV/BALLN PYMT
Retail Dealer: [REDACTED] Mentor Kia
Date Sold/Report: 11/10/16 11/10/16 Deal#: Mileage: 5

Owners Name: [REDACTED]
Owners Address: [REDACTED] F101
City/State/Zip: EASTLAKE OH [REDACTED]
Owners Phone#: [REDACTED]
Owner Email: [REDACTED]
Co-Buyer Name: [REDACTED]
Co-Buyer Address: [REDACTED]
City/State/Zip: [REDACTED]
Co-Buyer Phone#: [REDACTED]

Warranty Started: 11/10/16
Previous Retail : N

Sales Person SSN: [REDACTED]
Sales Manager SSN: [REDACTED]

F3=Exit F12=Cancel F4=Prompt F5C F6=CoBuyer F8=Vin History F9=Special Programs

Search by VIN

Dealer	[REDACTED] / Mentor Kia	VIN	5XXGV4L20GG [REDACTED]	Description	2016 OPTIMA SX LIMITED 4C [REDACTED]
Sales Date	11/10/2016	Sales Type	All	Today's Date	08/10/2018

Specialty Program

Type	Program ID	Program Name	End Date	RDR Deadline	Claim Cutoff	Amount
College	[REDACTED]	16.11 COLLEGE - MKT2	11/30/2016	01/03/2017	02/13/2017	\$ 400
Military	[REDACTED]	16.11 MILITARY	11/30/2016	01/03/2017	02/13/2017	\$ 400
Owner Loyalty	[REDACTED]	16.11 OLP	11/30/2016	01/03/2017	02/13/2017	\$ 500

Lease Program - Special Lease [REDACTED]

FICO Score	Mileage Per Year	Term (24~24) MF	Term (24~24) RV (%)	Term (24~24) Lease Cash	Term (24~24) Featured	Term (36~36) MF	Term (36~36) RV (%)	Term (36~36) Lease Cash	Term (36~36) Featured	Term (39~39) MF	Term (39~39) RV (%)	Term (39~39) Lease Cash	Term (39~39) Featured	Term (48~48) MF	Term (48~48) RV (%)	Term (48~48) Lease Cash	Term (48~48) Featured
740~999	12K	0.00043	54	\$ 7,000		0.00057	49	\$ 5,000		0.00057	48	\$ 5,000		0.00118	43	\$ 4,500	
720~739	12K	0.00043	54	\$ 7,000		0.00057	49	\$ 5,000		0.00057	48	\$ 5,000		0.00118	43	\$ 4,500	
700~719	12K	0.00043	54	\$ 7,000		0.00057	49	\$ 5,000		0.00057	48	\$ 5,000		0.00118	43	\$ 4,500	
680~699	12K					0.00077	49	\$ 5,000		0.00077	48	\$ 5,000		0.00138	43	\$ 4,500	
560~579	12K					0.00127	49	\$ 5,000		0.00127	48	\$ 5,000		0.00188	43	\$ 4,500	
540~559	12K					0.00177	49	\$ 5,000		0.00177	48	\$ 5,000		0.00238	43	\$ 4,500	
620~639	12K					0.00297	49	\$ 5,000		0.00297	48	\$ 5,000		0.00358	43	\$ 4,500	

Gurocak, Kaan [KMA]

From: ATLSOC [HCA]
Sent: Wednesday, July 18, 2018 8:42 AM
To: Gurocak, Kaan [KMA]
Cc: Russell, Monique [HCA]
Subject: RE: Repurchase of 5XXGV4L20GG [REDACTED]

Follow Up Flag: Follow up
Flag Status: Completed

Good Morning,

- Payoff amount and good-through date-

Calculated Buyout Quote

Buyout Quote: 22,824.86

Sales Tax: 0.00

Good Through Date: 8/10/2018 

The payoff amount being quoted assumes that all payments posted to the account are made with good funds, are valid, and are not applied to the account in error. Account balances may not include amounts owed for expenses incurred but not yet billed to the account. All amounts due and owing must be paid in full before the title is released. Any automatic payments that may have been set up must be cancelled by the customer. A completed odometer statement must be turned in before the title is released.

- Total amount financed -\$ 28,718.30
- Monthly payment amount-\$ 310.01
 - Number of payments made-21
- Date of last payment- 7/13/2018
 - Daily per diem-Lease
 - Interest paid to date-Lease
 - Late fees
 - Please include a copy of payment history
 - Account Payment History



Run date: 7/18/18
Time: 8:32am

User ID: [REDACTED]

Lease [REDACTED] 16 Kia Optima 4dr Sdn Sxl Turbo
Lessee [REDACTED]

SELECTED Lease: [REDACTED]

Invoice#	Payment	Check	Transaction							
Credit	Due	Number	Date	Time	Eff. Date	Opr.	Bank	Type	Amount	Reason
Memo	Date									
[REDACTED]	7/10/18	[REDACTED]	7/13/18	7:17pm	7/13/18	EOP	[REDACTED]	*PAYMENT NORMAL	310.01	26
[REDACTED]	6/10/18	[REDACTED]	6/09/18	6:56pm	6/09/18	EOP	[REDACTED]	*PAYMENT NORMAL	310.01	19

5/10/18	5/10/18	7:03pm	5/10/18	EOP	*PAYMENT NORMAL	310.01/8
4/10/18	4/15/18	6:55pm	4/15/18	EOP	*PAYMENT NORMAL	310.01/7
3/10/18	3/10/18	6:59pm	3/10/18	EOP	*PAYMENT NORMAL	310.01/6
2/10/18	2/14/18	7:13pm	2/14/18	EOP	*PAYMENT NORMAL	310.01/5
1/10/18	1/17/18	7:03pm	1/17/18	EOP	*PAYMENT NORMAL	310.01/4
12/10/17	12/11/17	6:59pm	12/11/17	EOP	*PAYMENT NORMAL	310.01/3
11/10/17	11/09/17	6:59pm	11/09/17	EOP	*PAYMENT NORMAL	310.01/2
10/10/17	10/06/17	7:04pm	10/06/17	EOP	*PAYMENT NORMAL	310.01/1
9/10/17	9/09/17	6:59pm	9/09/17	EOP	*PAYMENT NORMAL	310.01/0
8/10/17	8/08/17	7:14pm	8/08/17	EOP	*PAYMENT NORMAL	310.01/9
7/10/17	7/18/17	7:12pm	7/18/17	EOP	*PAYMENT NORMAL	310.01/8
6/10/17	6/06/17	7:14pm	6/06/17	EOP	*PAYMENT NORMAL	310.01/7
5/10/17	5/05/17	7:14pm	5/05/17	EOP	*PAYMENT NORMAL	310.01/6
4/10/17	4/08/17	6:46pm	4/08/17	EOP	*PAYMENT NORMAL	310.01/5
3/10/17	3/05/17	6:47pm	3/04/17	EOP	*PAYMENT NORMAL	310.01/4
2/10/17	2/05/17	6:42pm	2/05/17	EOP	*PAYMENT NORMAL	310.01/3
1/10/17	1/10/17	6:56pm	1/10/17	EOP	*PAYMENT NORMAL	310.01/2
12/10/16	12/08/16	6:47pm	12/08/16	EOP	*PAYMENT NORMAL	310.01/1
11/10/16	11/15/16	3:08pm	11/10/16	LPK	NON-CUSTOMER FUNDING	595.00
11/10/16	11/15/16	3:08pm	11/10/16	LPK	PAYMENT NORMAL	310.01

Summary of Money Received

<u>Category</u>	<u>Amount</u>
Lease Payment	6,510.21
Property Tax	0.00
Sales/Use Tax	0.00
Late Charges	0.00
Misc. Charges	595.00
Capital Reduction	0.00
Federal Highway Use Tax	0.00

Thank You,


 Ashley Murray
 Servicing Support | Analyst I

Atlanta, GA

P:
 E:

From: Gurocak, Kaan [KMA]
Sent: Monday, July 16, 2018 6:10 PM
To: ATLSOC [HCA]
Subject: Repurchase of 5XXGV4L20GG

Good afternoon,

Kia Motors America (the manufacturer) has agreed to purchase the above referenced vehicle, belonging to [REDACTED]
[REDACTED] In order to process this repurchase, please provide me with the following payoff information for the above referenced account:

- Payoff amount and good-through date
- Total amount financed
- Monthly payment amount
- Number of payments made
- Date of last payment
- Daily per diem
- Interest paid to date
- Late fees
- Please include a copy of payment history

Customer signed authorization for the release of this information is attached.

Please contact me directly with any questions or concerns or if any additional information is needed.

Thank you,



Kaan Gurocak

Consumer Affairs | Escalated Case Administrator

Kia Motors America, Inc.

[REDACTED] Irvine, CA [REDACTED]

T [REDACTED] F [REDACTED] | E [REDACTED]

CA Case #: [REDACTED]
 Customer's Name(s): [REDACTED]
 Case Type: BBB/AG/STATE ARB
 Prev. GW/VRS: No
 Dealer Code: [REDACTED]
 Dealer Name: Mentor Kia

Model Year: 2016
 Model: Optima SX Limited
 VIN: 5XXGV4L20GG [REDACTED]
 Warranty Start Date: 11/10/2016
 Mos. In Service: 18
 State: OH
 Sales Type: KLSL

USED VEHICLE INFORMATION:
 USED Date of Purchase (or N/A): N/A
 USED Mileage at Purchase (or N/A): N/A
 CPD (Yes/No or N/A): N/A
 Mos. of USED Ownership (or N/A): N/A

Notes:

BBB Mgr, Todd

Last Modified:

DPSM: Jack Sparling

RPSM: Art White

Last Modified By:

Kaan Gursoy

5/25/2018

OH : 18K miles/12 months - 1, 3, 8 or more repairs/30 calendar days - no final repair - title branding Used -YES (if w/in LI period)

Servicing Dealer Code	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Totals
RO Number	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
RO In Date	4/27/2017	7/31/2017	9/25/2017	2/13/2018	2/19/2018	3/1/2018	3/12/2018	3/29/2018	
RO Out Date	4/27/2017	8/1/2017	9/25/2017	2/13/2018	2/19/2018	3/5/2018	3/19/2018	4/17/2018	
Days Out of Svc.	1	2	0	1	1	5	0	0	10
Mileage In	6,007	9,777	9,777	16,088	16,307	16,689	16,956	17,371	
Mileage Out	6,008	9,778	9,777	16,088	16,307	16,689	16,956	17,413	
Miles Driven	1	1	0	0	0	0	0	42	44
Towed In?	No	No	No	No	No	No	No	No	
Days Rental Provided	1	2	0	0	0	5	8	20	36
TL Case Number (or N/A)	N/A	7/31/17	N/A	N/A	N/A	N/A			
FTS Involved?	No	No	No	No	No	No	No	No	
Service Alert Opened?	No	No	No	No	No	No	Yes - 3/14/18	No	1
Stated Concerns:									
1 Maintenance	LOF								
2 SC / SA	SA270A - Decorative Cover Lubrication								1
3	(1) CS A/C is not blowing cold air. (2) CS blower was not working. States all elements light up but no air flow. States when attempting to turn on there was a burning smell. (3) CS blower fan is not working; special ordered part 0624 (4) CS blower fan not working. (5) CS heater and blower are inop. (6) CS blower fan not working - over the last several days the blower would work and shut off (3/24 stopped and came back on 3/29) - states there was a loud "sawyer" 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.	(1) R&R A/C Compressor (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 blowing warm air. Tested system after repair and operating as designed.)	(2) Ordered Fan and Motor Assy (Blower motor has high resistance. internal blower failure. Ordered motor with ETA of 2/15)	(3) R&R Fan and Motor Assy (blower motor is intermittently not powering and not allowing the fan to work. Working properly after replacement.)	(4) Addressed poor connection at EM-11 Pins (following the previous repair the tech found a poor connection at the EM-11 Pins and passed drag test. Veh operating as designed.)	(5) CND/NRM (confirmed that blower motor was inop. Contacted TL and test drove. Monitored voltage on JP-PIN #6. voltage good. Checked ground at CE02 Frame Rail. Cleaned and reattached, still no change. Unable to duplicate concern. No problem found.)	(6) CND/NRM (no cause of failure found as we have been unable to duplicate concern. HVAC system working properly when veh came int. Test drove limited miles per request of customer. Unable to duplicate. Found some debris in cage of blower motor, removed debris and replaced cabin filter. All connections good and functioning properly.		6
4	(1) CS when pressing gas pedal there is a wind tunnel noise; sounds like it is coming from engine area; high speeds.	(1) R&R Intake hose assembly (Intake hose melted that connects to throttle.)							1
5	(1) CS rear tire has a nail in it.	(1) CP - plus left rear tire							1
6									
7									
8									
9									
10									
Note:									
Totals	2	2	1	1	1	1	1	1	9

↑
CUST COM KCHC



Techline Assistance Center Case Report

Printed By: Kaan Gurocak

Case Number: [REDACTED]

08/10/2018 08:23:33 AM

Vehicle Data

Model/Year: 2016 OPTIMA

Engine: 2.0L TURBO

Model Code: 55292.0

VIN: 5XXGV4L20G [REDACTED]

Mileage: 16,956

Repair Date:

Prod Date: 02/12/2016

Warranty Start Date: 11/10/2016

RO Number: [REDACTED]

Port Options:

Factory Options: CP3

Freeze Frame Data

STFT Bankk1:	LTFT Bank1:	Fuel Status Bank:
STFT Bank2:	LTFT Bank2:	Fuel Status Bank 2:
RPM:	Coolant Temp:	CALC Load:
Vehicle Speed:	APS Sensor 1%:	APS Sensor 2%:
Absolute TPS 1%:	Absolute TPS 2%:	Engine Run Time:

Deler/Contact Data

Dealer: [REDACTED] Mentor Kia

Service District: CE02

Phone: [REDACTED]

Contact: James Ferencak

Contact Title: Exclusive Kia Technician

Contact Phone:

Case Details

Title: HVAC - Blower inop #

Symptom: Blower Motor Inop

System: Body Electrical

Component: Instrument Panel Module (IPM)

Resolution: Information Given

Category: Repair Assistance

Case History

*** 03/13/2018 05:32:23 ***

Contact = James Ferencak, Priority = Standard, Sub Status = Dispatched

*** 03/13/2018 05:32:23 ***

Web - Problem Description created on 03/13/2018 05:32:23 and created by James Ferencak

customer states heater blower intermittently will not work verified

*** 03/13/2018 05:32:23 ***

Web - Diagnostics created on 03/13/2018 05:32:23 and created by James Ferencak

smacked the top of the SJB and blower started to work ? do we have any other cases like this in your data banks . I see the fuse switch control and the leak current cut off devices are all internal to the SJB. I SUSPECT A MALFUNCTIONING SJB . YOUR THOUGHTS?

*** 03/13/2018 05:37:51 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 03/13/2018 05:40:44 and created by Tony Thomas ***

1: Check the terminal tension on the A/CON fuse in the SJB and pin tension at IP-C pin 6. If no problems are found, monitor the battery voltage on pin 6 at the orange wire during the fault and improve the GE02 ground on the left frame rail.

*** Service Alert Escalated to CA as [REDACTED] on 03/14/2018 01:06:09 (PST)

*** 03/16/2018 05:18:24 ***

Web - Note created on 03/16/2018 05:18:24 and created by Scott Williams

test drove vehicle monitored voltage on IP-pin #6 voltage good, checked ground at GE02 frame rail cleaned and reattached still no change. As a reminder when the vehicle was brought to us the blower motor was inop. The technician tapped the junction block under the hood and the blower motor started working we since been unable to duplicate the customers concern.

*** Web - Advice created on 03/16/2018 06:07:29 and created by Tony Thomas ***

1: If you cannot duplicate the concern, have the customer duplicate it for you. Perform no repairs if the concern cannot be duplicated. If the vehicle is released to the customer, close this case. If the customer returns and you require further assistance for this concern, please use the Techline web portal and request to reopen this case. Thank you.

*** Case has been auto closed by the system on 04/16/2018 01:05:40 (PST)

*** 05/18/2018 11:20:11 ***

Case Number: [REDACTED] Reopen Requested by James Ferencak.

Reason: [back with the same problem]

*** 05/18/2018 11:59:43 ***

Reopened with Sub Status of Working

Attachments

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



Techline Assistance Center Case Report

Printed By: Kaan Gurocak

Case Number - [REDACTED]

08/10/2018 08:24:08 AM

Vehicle Data

Model/Year: 2016 OPTIMA

Engine: 2.0L TURBO

Model Code: 55292.0

VIN: 5XXGV4L20GC [REDACTED]

Mileage: 9,777

Repair Date:

Prod Date: 02/12/2016

Warranty Start Date: 11/10/2016

RO Number [REDACTED]

Port Options:

Factory Options: CP3

Freeze Frame Data

STFT Bank1:	LTFT Bank1:	Fuel Status Bank:
STFT Bank2:	LTFT Bank2:	Fuel Status Bank 2:
RPM:	Coolant Temp:	CALC Load:
Vehicle Speed:	APS Sensor 1%:	APS Sensor 2%:
Absolute TPS 1%:	Absolute TPS 2%:	Engine Run Time:

Deler/Contact Data

Dealer: [REDACTED] Mentor Kia

Service District: [REDACTED]

Phone: [REDACTED]

Contact: Mike Zook

Contact Title: Technician Trainee

Contact Phone:

Case Details

Title: Engine - Lacks power # turbo intake damage

Symptom: Lacks Power

System: Engine Mechanical

Component: Turbo charger

Resolution: Damaged Component

Category: Repair Assistance

Case History

*** 07/31/2017 08:52:43 ***

Contact = Mike Zook, Priority = Standard, Sub Status = Dispatched

*** 07/31/2017 08:52:43 ***

Web - Problem Description created on 07/31/2017 08:52:43 and created by Mike Zook

when accelerating vehicle is make a loud vacuum noise

*** 07/31/2017 08:52:43 ***

Web - Diagnostics created on 07/31/2017 08:52:43 and created by Mike Zook

found that the air intake accordion tubing is melted at the band clamp where it fits over the throttle at turbo, rubber broke apart and looked melted, no sign of vehicle overheating and have no codes in system....any conditions that can cause this? already have intake part on order for tomorrow

*** 07/31/2017 09:03:41 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 07/31/2017 09:04:27 and created by Tony Thomas ***

1: Not common but we have seen some. Please provide photos of the damage. Close the case and submit your warranty claim immediately after the repairs are completed.

*** 08/01/2017 06:00:17 ***

Case Closed with Resolution Code: Damaged Component

Resolution Summary: replaced intake hose with updated part

*** Service Alert Escalated to CA as [REDACTED] on 03/14/2018 01:04:34 (PST)

Attachments

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



Field Product Quality Report

Printed By: Kaan Gurocak

Case Number [REDACTED]

08/10/2018 08:26:21 AM

Distributor: KMA

Report No [REDACTED]

Region/District: CE

Issue Date: 06/19/2018 12:00:00 AM

Dealer Code [REDACTED]

Dealer Name: Mentor Kia

Dealer City: MENTOR

Dealer State: OH

Name [REDACTED]

Component Group:

Component Code:

TREAD:

Subject/Title: [REDACTED]

Vehicle Data

Model Code [REDACTED]

Model Desc: OPTIMA SX LIMITED 4CYL AUTO Year: 2016

VIN: 5XXGV4L20GG [REDACTED]

Mileage: 5

Engine No:

Trans No: [REDACTED]

Trans Type: RL

Prod Date: 02/12/2016

Deliver Date: 11/10/2016

Repair Date: 06/13/2018

Part Information

Part Number: 97775 D5000

Part Name: TUBE ASSY-SUCTION &

Condition: B25

Cause: ZZ1

Part ID/Lot:

Other Part No.:

Other Part No.:

Case History

CUSTOMER COMPLAINT

Customer states intermittently the blower fan is not working. States there is a buzzing/grinding noise from the fan. DPSM advised to provide rental and FTS to arrive the week of 6/18/18

ACTUAL CONDITION

Low charge of the A/C system due to leakage.

INVESTIGATION RESULTS

The BBB technical expert and myself were not able to verify customer concern of intermittent blower fan operation during testing. I noted noise from the evaporator area during A/C operation and high vent temperatures while operating. Upon further inspection I noted signs of leakage (oil residue) from the suction tube area of the A/C line. 0.22 LBS were recovered from the system. The A/C tube assy was ordered and upon delivery of the part it was noted to have the incorrect fitting for the proper charging of the system. The part was again ordered and upon delivery it was also noted to have the incorrect fitting for proper charging of the system. Further research on the affected part is being done via the part vendor. All photos and measurements were sent to the vendor for further research.

POSSIBLE CAUSE

Low refrigerant charge in A/C system resulting in noise at the expansion valve during A/C operation.

CORRECTIVE ACTION

Vehicle was sent to alternate dealership (same dealer group) to complete A/C charge through high pressure side only. Repair was completed 6-22-18 after FTS visit. Dealer SM reported that the vehicle was operating as designed. I advised the SM and DPSM to have the vehicle driven extensively to confirm proper A/C operation and blower fan operation.

Attachments

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



8/10/18
08:27:14

Warranty Service Department
WARRANTY HISTORY INQUIRY

GUROCAKK
KIAPROD
In Service Date: 11/10/16

VIN No : 5XXGV4L20GG

Model . . 55292
Series . OPTIMA

<u>Repair</u> <u>Date</u>	<u>W</u> <u>T</u>	<u>Dlr</u> <u>No</u>	<u>Repair</u> <u>Order#</u>	<u>Ver</u>	<u>Repair Labor Code</u>	<u>Causal Part</u>	<u>Mileage</u>
7/12/18	W			01	Lamp, Room (Rear), R	LAMP ASSY-OVERHEAD C	21222
3/12/18	W			01	Wire Harness Repair	WIRING ASSY-MAIN	16689
2/21/18	W			01	Blower Motor Assy,	FAN & MOTOR ASSY	16307
2/14/18	V			01		HOSE ASSY-AIR INTAKE	16088
8/18/17	W			01	Air Intake Hose, R&R	HOSE ASSY-AIR INTAKE	9777
4/27/17	W			01		COMPRESSOR ASSY	6007
4/27/17	W			01	A/C Compressor Assy,	COMPRESSOR ASSY	6007
4/27/17	V			01		FRAME ASSY-PANORAMAR	6007
4/01/16	I			01			8

I=Inquiry
F3=Exit

F11=Summary/Detail

More...

KIA MOTORS AMERICA
Campaign List by VIN

8/10/2018
08:27:25

Vehicle I.D : 5XXGV4L20G0

'C' 'D'	Issue Number	D e s c r i p t i o n	Dealer Code	Repair Date	Dealer Type
		PANORAMIC SUNROOF A		4/27/2017	RD
		JF UM AIR INTAKE HOSE/E		2/14/2018	RD

C=Close D=Remove F3=Exit

Bottom

**MENTOR KIA**

MENTOR, OHIO

TELEPHONE:

www.mentorkia.com

**MENTOR MITSUBISHI-FIAT**

MENTOR, OHIO

TELEPHONE:

www.mentormitsubishi.com

www.mentorfiat.com



CUSTOMER NO.	REBECCA BANKS	TAG NO.	INVOICE DATE
MENTOR KIA	LABOR RATE	LICENSE NO.	5 SNOW WHT PE
MENTOR, OH	YEAR / MAKE / MODEL	MILEAGE	DELIVERY DATE
NONE	16/KIA/OPTIMA/SX LIMITED	VEHICLE ID NO.	DELIVERY MILES
RESIDENCE PHONE	5 X X G V 4 L 2 0 G G	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. INTERNAL	P.O. NO.	R.O. DATE
	COMMENTS		11/07/16

MO:

JOB# 1 CHARGES

LABOR

CUSTOMER STATES POWER WINDOW TO BE JUMPED. VEHICLE WINDSHIELD WIPERS ARE NOT WORKING. CHECK LEADS LIGHT BULBS. CRUISE CONTROL SYSTEM TESTED BATTERY. ALL FUNCTIONS NORMAL AT THIS TIME.

PARTS	QTY	PP NUMBER	UNIT PRICE	TOTAL	PARTS	INTERNAL
1	37110-R0000					0.00

JOB# 1 TOTALS

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR	0.00
5W20 OR 5W30 DEPENDING ON YOUR VEHICLE	0.00
SPECIFIED BY KIA MANUAL	0.00
OR EXCEEDS ALL NEW CAR MANUFACTURER	0.00
API SERVICE TECH. 11-540 12-540	0.00
TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS. CALL FROM KIA DEPARTMENT. IF OUR GUESTS ARE NOT SATISFIED WITH YOUR SERVICE, SCOTT A. WILLIAMSON SERVICE SUPERVISOR.

CUSTOMER SIGNATURE

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-FIAT-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-FIAT-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 - FIAT - KIA



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

**MENTOR KIA**

MENTOR, OHIO

TELEPHONE [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**

MENTOR, OHIO

TELEPHONE [REDACTED]
www.mentormitsubishi.com

CUSTOMER NO. [REDACTED]	ADVISOR KENNETH FUSSELMAN	TAG NO. [REDACTED]	INVOICE DATE 04/27/17	VEHICLE TAG [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	MAINTENANCE NO. [REDACTED]	MILEAGE 6,007	COLOR SNOW WHT PE
ASTLAKE, OH [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	
COMMENTS				

MO: [REDACTED]

JOB# 1 CHARGES

LABOR

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

JOB# 1 TOTALS

JOB# 2 CHARGES

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 PUMPING 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	97701-3V110R0	REMAN COMPRESSOR	
1	97701-3V110R0	PART RETURN	

TOTAL - PARTS 0.00

P.O.G. & SUPPLIES

1.0. REFRIGERANT, OPTIMA 16 1/2 UNIT

TOTAL - GOG 0.00

JOB# 2 TOTALS

JOB# 3 CHARGES

LABOR

CUSTOMER STATES PERFORM 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	21513-23001	GASKET OIL PLUG	1.00
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
MATERIALS WITH A MAXIMUM
\$5.00.

SELLER, MENTOR MITSUBISHI
BY EXPRESSLY
WARRANTIES, EITHER

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**

MENTOR, OHIO

TELEPHONE:

www.mentorkia.com

**MENTOR MITSUBISHI**

MENTOR, OHIO

TELEPHONE:

www.mentormitsubishi.com

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

TOTALS:

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS COMPOD 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"

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.

TOTAL LABOR	19.63
TOTAL PARTS	7.60
TOTAL SMOG	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**

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**

MENTOR OHIO

TELEPHONE: [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**

MENTOR OHIO

TELEPHONE: [REDACTED]
www.mentormitsubishi.com

CUSTOMER NO.	ADVISOR ANTHONY MAZZOCCO J	TAG NO.	INVOICE DATE 08/01/17
EASTLAKE, OH	LABOR RATE	MILEAGE 9,777	COLOR SNOW WHT PE
	YEAR/MAKE/MODEL 16/KIA/OPTIMA/SX LIMITED		DELIVERY DATE 11/10/16
	VEHICLE ID. NO. 5XXGV4L20GG		DELIVERY MILES 5
	F.T.E. NO.		SELLING DEALER 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
	1	28140-C1510	HOSE ASSY AT
G.O.G. & SUPPLIES			WARRANTY
FREIGHT (PARTS)			0.00
JOB# 1 TOTALS			0.00
JOB# 2 CHARGES			
LABOR			
KIA MULTI-POINT INSPECTION COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION AND FREE CAR WASH			
JOB# 2 TOTALS			0.00
JOB# 3 CHARGES			
LABOR			
TIRE ROTATION			
JOB# 3 TOTALS			0.00
JOB# 4 CHARGES			
LABOR			
CUSTOMER STATES REAR TIRE WAS NAIL IN IT PLUG LEFT REAR TIRE			
JOB# 4 TOTALS			23.95
LABOR			23.95
JOB# 4 JOURNAL PREFIX KICS			23.95
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

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**

MENTOR, OHIO

TELEPHONE: [REDACTED]

www.mentorkia.com

**MENTOR MITSUBISHI**

MENTOR, OHIO

TELEPHONE: [REDACTED]

www.mentormitsubishi.com

AUG 01 2017

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

WISC.....CODE.....DESCRIPTION.....CONTROL NO.....	
JOB # A SS SHOP SUPPLIES	
	2.40
	2.40
TOTAL - WISC	
2.40	
COMMENTS	
WAIT-0738	
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 OIL THAT MEETS OR EXCEEDS ALL NEW CAR MANUFACTURER REQUIREMENTS. API SERVICE "SN" ILSAC "GF5"	
TOTAL LABOR	23.95
TOTAL PARTS	0.00
TOTAL SHOPLET	0.00
TOTAL G.O.G.	0.00
TOTAL WISC CHG.	2.40
TOTAL WISC 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 HAVE ALL OF OUR GUESTS 100% SATISFIED. IF YOU ARE NOT 100% SATISFIED WITH YOUR SERVICE, PLEASE CONTACT US 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**



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

**MENTOR KIA**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentormitsubishi.com

CUSTOMER NO. [REDACTED]	ADVISOR DAVID	TAG NO. [REDACTED]	INVOICE DATE 09/25/17	INVOICE NO. [REDACTED]
[REDACTED] EASTLAKE, OH [REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	COLOR SNOW WHT PE	STOCK NO. [REDACTED]
	MILEAGE 9,777		DELIVERY DATE 11/10/16	DELIVERY MILES 5
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED		SELLING DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]
	VEHICLE ID NO. 5XXGV4L20GG [REDACTED]		R.O. DATE 09/25/17	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	MO: [REDACTED]	

JOB# 1 CHARGES

LABOR

PERFORM KIA EXPRESS OIL CHANGE
 FILTER, PERFORM MULTI-POINT INSPECTION
 COMPLETED KIA EXPRESS MAINTENANCE

PARTS	QTY	FP NUMBER	UNIT PRICE	****
1	PK504		1.02	
1	21513-23001		5.60	
1	26300-38504		7.62	
TOTAL PARTS			14.18	

S.O.G. & SUPPLIES

1.0 5W30 ENGINE OIL (10W)	14.18
TOTAL SOG	14.18

JOB# 1 TOTALS

21.15

7.62

14.18

JOB# 2 CHARGES

LABOR

SUSPENSION STRUTS
 FRONT & REAR
 (1) FRONT STRUT ASSEMBLY
 (1) REAR STRUT ASSEMBLY

JOB# 2 TOTALS

18.95

18.95

JOB# 3 CHARGES

LABOR

PERFORM A STANDARD
 FREE CAR WASH
 COMPLETED CAR WASH
 CAR WASH

JOB# 3 TOTALS

0.00

MISC	CODE	DESCRIPTION	AMOUNT
JOB # A	SS	SHOP SUPPLIES	4.11
TOTAL MISC			4.11

COMMENTS

K08V85JP43;created 2017-07-31 06:54:00am taken by Anthony [REDACTED]

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**MENTOR OHIO
TELEPHONE: [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**MENTOR OHIO
TELEPHONE: [REDACTED]
www.mentormitsubishi.com

SEP 25 2017

CUSTOMER NO. [REDACTED]	ADVISOR DAVID	TAG NO. [REDACTED]	INVOICE DATE 09/25/17	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 9,777	COLOR SNOW WHT PE	ASSIGN NO. [REDACTED]
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.Y.E. NO.	P.O. NO.	R.O. DATE 09/25/17	
COMMENTS			MO: [REDACTED]	

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS 5W20 OR 5W30 DEPENDING ON YOUR VEHICLE SPECIFIED BY KIA MOTORS. IF IT IS NOT SPECIFIED OR EXCEEDS ALL NEW CAR MAINTENANCE RECOMMENDATIONS, API SERVICE "SN" ILSAC "GF-5".

41.10
7.62
0.00
14.18
4.11
0.00
4.69
71.70

THANK YOU FOR YOUR BUSINESS! YOU CAN ALWAYS CALL FROM KIA CONCERNING YOUR VEHICLE. WE WANT ALL OF OUR GUESTS 100% SATISFIED. IF YOU ARE NOT SATISFIED WITH YOUR SERVICE, PLEASE CONTACT SCOTT A. NEILANS SERVICE DIRECTOR.

WMC
9/25/17

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**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentormitsubishi.com

CUSTOMER NO. [REDACTED]	ADVISOR AMBER	TAG NO. [REDACTED]	INVOICE DATE 02/13/18	INVOICE NO. [REDACTED]
[REDACTED] EASTLAKE, OH [REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 16,088	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. [REDACTED]	PRODUCTION DATE [REDACTED]
	F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	R.O. DATE 02/13/18	
RE [REDACTED]	COMMENTS			

MO: [REDACTED]

JOB# 1 CHARGES**LABOR**

CUSTOMER STATES BLOWER MOTOR NOT WORKING
LIGHT UP BUT NO AIR FRESH AIR NOT WORKING
THERE WAS A WARNING LIGHT
BLOWER MOTOR HAS HIGH RESISTANCE INTERNAL FUSE BLOWN
BLOWER MOTOR ON ORDER
ETA 2/15/18

PARTS	QTY	PP NUMBER	UNIT PRICE	TOTAL
	0	97113-05400	227.18	0.00

PART ON SPECIAL ORDER

** QUANTITY 1 TO SPECIAL ORDER **

TOTAL PARTS 0.00

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

PERMANENTLY
FLAYER 1/25/18
COMPLETED 2/13/18

PARTS	QTY	PP NUMBER	UNIT PRICE	TOTAL
	1	97113-05400	1.02	1.02
	1	97113-05400	4.60	4.60
	1	97113-05400	7.62	7.62

G.O.O. & SUPPLIES

1.0 SHOCK ENVELOPE OIL

14.18

TOTAL G.O.O. 14.18

MISC

CLK LABOR HRS 1.00

4.00

CPK PARTS OIL 4.00

4.00

TOTAL MISC 8.00

JOB# 2 TOTALS

21.15

7.62

14.18

8.00

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
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

TELEPHONE: [REDACTED]
www.mentorkia.com



MENTOR MITSUBISHI

TELEPHONE: [REDACTED]
www.mentormitsubishi.com

FEB 14 2018

CUSTOMER NO. [REDACTED]	ADVISOR AMBER	TAG NO. [REDACTED]	INVOICE DATE 02/13/18	INVOICE NO. [REDACTED]
[REDACTED] EASTLAKE, OH	LABOR RATE [REDACTED]	MILEAGE 16,088	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. [REDACTED]	PRODUCTION DATE [REDACTED]
	F.T.E. NO. [REDACTED] P.O. NO. [REDACTED]		R.O. DATE 02/13/18	
RESIDENCE PHONE [REDACTED]	COMMENTS		MO: [REDACTED]	
PERFORM SERVICE ACTION 54055, PERFORM ECU & ECU UPGRADE SOME VEHICLE EQUIPPED WITH 2.0L ENGINE WITH IMPAIRED AIR INTAKE HOSE COMPLETED AIR INTAKE HOSE REPLACEMENT WITH ECU UPGRADE (SA305A)			SERVICE HOURS MONDAY THRU FRIDAY 7:30 AM TO 6:00 PM SATURDAY 8:00 AM To 4:00 PM	
PARTS-----QTY-----FP-NUMBER-----UNIT PRICE-----WARRANTY 1 28140-C1510JOK 1792.00 0.00			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# 3 TOTALS-----			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.	
JOB# 4 CHARGES-----			MENTOR MITSUBISHI - KIA	
LABOR-----			 	
PERFORM A COMPLETE FREE CAR WASH COMPLETED COMPLIMENTARY CAR WASH CAR WASH			THANK YOU FOR YOUR BUSINESS! YOU CALL FROM KIA CONCERNING ANY OF OUR QUESTIONS. YOUR SATISFACTION IS SATISFIED SCOTT A. [REDACTED]	
TOTALS-----			39.68	
THE MOTOR OIL SUPPLIED BY 5W20 OR 5W30 DEPENDING ON SPECIFIED BY KIA POWERTRAIN OR EXCEEDS ALL MIL-STD-1540 API SERVICE OIL 15W-40			21.15 7.62 0.00 14.16 2.12 8.00 2.59	

FEB 20 2018

CUSTOMER NO.		ADV/SOR	DAVID	TAG NO.		INVOICE DATE	02/19/18			
		LABOR RATE		MILEAGE	16,307	COLOR	SNOW WHT PE			
EASTLAKE, OH		YEAR / MAKE / MODEL	16/KIA/OPTIMA/SX LIMITED			DELIVERY DATE	11/10/16	DELIVERY MILES	5	
		VEHICLE ID NO.	5XXGV4L20GG			SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.		R.O. DATE	02/19/18			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS							MO:	
JOB# 1 CHARGES										
LABOR										
CUSTOMER STATES BLOWER MOTOR IS NOT WORKING. PART 0624 BLOWER MOTOR IS INTERMITTENTLY WORKING. THE FAN TO WORK. REPLACED THE BLOWER MOTOR. THE BLOWER MOTOR IS AT THIS TIME.										
PARTS-----QTY-----FP-NUMBER-----PART PRICE-----WARRANTY-----										
JOB# 1 TOTALS										
COMMENTS: X08Y9F0FMK created 2018-01-18 10:10 AM										
TOTALS										
THE MOTOR WAS SUPPLIED BY MENTOR. SHOWN ON FACT SHEETWORK OF THE MOTOR SPECIFIED BY KIA-HATCHBACK. OR EXCEEDS ALL NEW CAR WARRANTY API SERVICE "SH" PLEASE READ.										
THANK YOU FOR YOUR BUSINESS. CALL FROM KIA CONFIRMING YOU OF OUR GUESTS AREN SATISFIED WITH YOUR SERVICE.										
MISCCELLANEOUS 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.										

PAGE 1 OF 1 SERVICE REF NO: END OF INVOICE 04:55pm

**MENTOR KIA**

MENTOR, OHIO
 TELEPHONE: [REDACTED]
 www.mentorkia.com

**MENTOR MITSUBISHI**

MENTOR, OHIO
 TELEPHONE: [REDACTED]
 www.mentormitsubishi.com

MAR 06 2018

CUSTOMER NO. [REDACTED]	ADVISOR AMBER	TAG NO. [REDACTED]	INVOICE DATE 03/05/18	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 16,689	COLOR SNOW WHT PE
EASTLAKE, OH	YEAR/MAKE/MODEL 16/KIA/OPTIMA/SX LIMITED	DELIVERY DATE 11/10/16		
[REDACTED]	VEHICLE I.D. NO. 5 XXGV4L20GG	DELIVERY MILES 5		
[REDACTED]	F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	SELLING DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]
[REDACTED]	COMMENTS		R.O. DATE 03/01/18	REPRINT# 1
MO: [REDACTED]				

JOB# 1 CHARGES

LABOR

CUSTOMER STATES BEARING CAN NOT WORKING
 FOLLOWING THE PREVIOUS REPAIR THE VEHICLE WAS TAKEN TO
 CONNECTION AT THE OH 31 PINES AND PASSED THE TEST. THE
 VEHICLE VEHICLE IS OPERATING AS DESIGNED THE VEHICLE WAS
 RETURNED BACK TO THE GUEST.

JOB# 1 TOTALS

JOB# 1 TOTALS 0.00

JOB# 2 CHARGES

LABOR

PROVIDE CUSTOMER WITH A RENTAL CAR FOR THE DURATION OF THE
 REPAIRS. (SUUV)
 RENTAL CAR PROVIDED WHILE VEHICLE IS IN THE SHOP. AT NO
 CHARGE

JOB# 2 TOTALS

JOB# 2 TOTALS 0.00

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS THE ONLY OIL TO BE USED. 0.00
 5W20 OR 5W30 DEPENDING ON VEHICLE. 0.00
 SPECIFIED BY KIA MOTORS. 0.00
 OR EXCEEDS ALL INDUSTRY STANDARDS. 0.00
 API SERVICE "SN" CLASS. 0.00

THANK YOU FOR YOUR BUSINESS! YOU
 CALL FROM KIA CONCERNING YOUR
 OF OUR GUESTS 100% SATISFIED
 SATISFIED WITH YOUR SERVICE PLEASE
 SCOTT

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**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentor-mitsubishi.com**MAR 26 2018**

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

JOB# 1 CHARGES

LABOR

SEE HISTORY CUSTOMER'S VEHICLE OPTIMA 16 LIMITED. THE CUSTOMER ARRIVED WE DID UNDERSTAND THE PROBLEM. INOP NOT WORKING. CONTACTED TECHNICAL ASSISTANCE. PER TECHNICAL ASSISTANCE. VOLTAGE ON JP-PIN. FRAME RAIL CLEANED AND RESETTING. UNABLE TO DUPLICATE. NO PROBLEM FOUND. AFTER TAPPING THE. DROP OFF, THE BLOWER. FURTHER REPAIRS HAD. SYSTEM. CONTACTED. PER TECHNICAL ASSISTANCE. VOLTAGE ON JP-PIN. FRAME RAIL CLEANED. UNABLE TO DUPLICATE. 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 TOTAL

TOTALS

CONTROL# K15596

46.00
46.00
46.00
0.00
0.00
0.00
0.00
0.00
0.00
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.

**MENTOR
MITSUBISHI - KIA**

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

**MENTOR KIA**MENTOR OHIO
TELEPHONE: [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**MENTOR OHIO
TELEPHONE: [REDACTED]
www.mentormitsubishi.com

CUSTOMER NO. [REDACTED]	ADVISOR AMBER JONES	TAG NO. [REDACTED]	INVOICE DATE 04/17/18
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 17,371	COLOR SNOW WHT PE
EASTLAKE, OH	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. [REDACTED]	PRODUCTION DATE [REDACTED]
[REDACTED]	R.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	R.O. DATE 03/29/18
[REDACTED]	COMMENTS		

MO: [REDACTED]

JOB# 1 CHARGES-----

LABOR-----

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 CUSTOMER'S 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 IN CASE 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.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX K1C5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

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 K1C5 JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

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

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

INTERNAL
INTERNAL
INTERNAL

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**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentormitsubishi.com

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

JOB# 3 TOTALS-----
TOTAL - PARTS 0.00
JOB# 4 CHARGES-----
TOTAL - PARTS 0.00
LABOR-----

CUSTOMER STATES ROTARY TIRES
NORMAL MAINTENANCE INTERVAL
COMPLETED TIRE ROTATION AS REQUESTED

JOB# 4 TOTALS-----
TOTAL - PARTS 0.00
JOB# 5 CHARGES-----
TOTAL - PARTS 0.00
LABOR-----

REPLACE IN CARBON PAPER
REPLACED IN CARBON PAPER

PARTS-----QTY-----PR-----PRICE-----
1 03479-AG001
TOTAL - PARTS 0.00
JOB# 5 TOTALS-----
TOTAL - PARTS 0.00
LABOR-----

COMMENTS-----
DELETED OPERATION 03
06MIZZYBRAKE TEL - BRAKES

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**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentorkia.com**MENTOR MITSUBISHI**MENTOR, OHIO
TELEPHONE: [REDACTED]
www.mentormitsubishi.com

CUSTOMER NO. [REDACTED]	ADVISOR AMBER JONES	TAG NO. [REDACTED]	INVOICE DATE 04/17/18	INVOICE NO. [REDACTED]
[REDACTED] EASTLAKE, OH	LABOR RATE [REDACTED]	MILEAGE 17,371	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
[REDACTED]	F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	R.O. DATE 03/29/18	
RESIDENT PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		
				MO: [REDACTED]

TOTALS

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

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL FLUIDS	0.00
TOTAL OIL	0.00
TOTAL ALIGN	0.00
TOTAL WASH / WAX	0.00
TOTAL TAX	0.00

TOTAL DOLLAR \$ 0.00

THANK YOU FOR YOUR BUSINESS! YOU MAY CALL ANY TIME TO
CALL FROM KIA CONCERNING YOUR VISIT. WE STRIVE TO
OF OUR GUESTS 100% SATISFIED. IF YOU ARE NOT
SATISFIED WITH YOUR SERVICE, PLEASE
SCOTT A. BULLOCK, SERVICE MANAGER

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.

8/10/18 Kia Motors America LEWISM
8:33:43
Case: [REDACTED] Vehicle Repurchase Information I [REDACTED]
Clarfy: [REDACTED] 5XXGV4L20GG [REDACTED]
Resp DLR: [REDACTED] Dist: 02 Region: CE Model: 2016 OPTIMA SX LTD Mile: 21222
Mentor Kia Warranty Start Date: 11/10/16

Repurchase Type?: BB Settlement ordered by BBB
Date Decision Made: 8/ 7/18
Date Regn C/A Rcvd Pkg: 8/10/18
CE: (Y/N) N New VIN?:

RCA Representative: GUROCAKK

Dlr Cost (Inv) \$ 34,523.00
Book Value \$
Gr Repr Exp \$ 24,375.24
Credit \$
ACV Recovery Amt \$
Current KMA Expense \$ 24,375.24

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

KMC Recovery Amt \$
KMA Nt Repr Exp \$ 24,375.24

Sold by Auct: (Y/N) Y

Date sent to NAT: / /00

Date NAT Request Rcvd: / /00

KMA Chk Issue Date: / /00 Check #: [REDACTED]

Last Mod By GUROCAKK

Date KMA Check Mailed to Region: / /00

Last Mod date 08/10/18

Date Region Rcvd KMA Chk: / /00

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

Date ACV Recovery Chk/Crd Rcvd: / /00

Vendor Claim:

Date Closed Region:

Date Closed National:

8/10/18 Kia Motors America LEWISM
8:33:43
Case: [REDACTED] Clrfy: [REDACTED] 5XXGV4L20GG [REDACTED]
Resp DLR: [REDACTED] Dist: 02 Region: CE Model: 2016 OPTIMA SX LTD Mile: 21222
Mentor Kia Warranty Start Date: 11/10/16

Is delivering dealer buying trade:

USED CAR GUIDE (Mon/Yr): / 00

Date Avail for Sale: /00/00

Floor Amt to Book Value: %

Gross Sales Price: \$

Owner State?: OH

Title Branding Required: (Y/N) Y

Book Value (WBV) \$

Floor Amount (Auct) \$

Actual Sold Date: /00/00

Grss Sls Prc to Bk Value: %

Date Title Received: / /00

Date Disclosure Received: / /00

Date Release Received: / /00

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

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

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

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

Disposition Comments:

8/10/18

Kia Motors America

LEWISM

8:33:43

Vehicle Repurchase Question/Answer I

Case: [REDACTED] Clrfy: [REDACTED] 5XXGV4L20GG [REDACTED]

Resp DLR: [REDACTED] Dist: 02 Region: CE Model: 2016 OPTIMA SX LTD Mile: 21222

Mentor Kia

Warranty Start Date: 11/10/16

YEAR: 2016

2. USED CAR GUIDE Book Name:

Dlr Cost (Inv) \$ 34,523.00

Month/Year: /00

Page:

Book Value (Base Book) \$

DESCRIPTION

DESCRIPTION

ADD

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

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

Add \$

DED

Ded \$

Book Value (WBV) \$