INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA

[redacted]

PART 2 OF 2

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

(7A) CASH PRICE ORIGINAL VEHICLE Sales Price $ 34,805.00
Sales Tax $
License/State Fees $
Dlr Document Fees $
Other Interest Paid to Date $

DESCRIPTION	ADD	DESCRIPTION	ADD	
	$		$	
	$		$	
	$		$	Sub Tot $

DLR or Cust Owe KIA $

Gross Repurchase Value = $ 34,805.00

(7B) DEDUCTIONS Mileage $ 7,015.64
Other Dealer Contribution $

DESCRIPTION	DEDUCT	DESCRIPTION	DEDUCT	
SALES/USE TAX	$ 765.68	RENT CHARGE	$ 2279.94	
REG FEES	$ 368.50		$	Sub Tot $ 3,414.12
DEALER REBATE:	$			Total Deductions = $ 10,429.76

(7A MINUS 7B = 7C) (7C) Net Repurchase Value $ 24,375.24

8/10/18 Kia Motors America LEWISM
8:33:43 **Vehicle Repurchase Book Information** [redacted]
Case: [redacted] Clrfy: [redacted] 5XXGV4L20GG[redacted]
Resp DLR: OH051 Dist: 02 Region: CE Model: 2016 OPTIMA SX LTD Mile: 21222
Mentor Kia Warranty Start Date: 11/10/16

ITEMIZED DISBURSEMENT AMOUNTS (must be completed)

	Amount being paid by dealer to purchase buyback	$	
	Amount of Check Payable Dealer Dealer Code?:	$	
	Check Payable Lienholder	$	22,824.86
	Check Payable Customer	$	1,550.38
	Check Payable to Other	$	
=	Gross Repurchase Expense	$	24,375.24
-	Credit Amount	$	
-	LESS ACV Recovery Amount	$	
=	Current KMA Expense	$	24,375.24
-	LESS KMC Recovery Amount KMA Sbm Date: / / 00	$	
=	KMA Net Repurchase Expense	$	24,375.24

The Gross Repurchase Expense is the "Net Repurchase Value" from the Repurchase Calculation Section (Scr 7) or the "Net New Vehicle Value" from the Exchange of Collateral Section (Scr 8).
Nt Repr Value $ 24,375.24 Nt New Veh Value $

8/10/18 Kia Motors America LEWISM
8:33:43 **Manual Check/Wire Request** [redacted]
Case: [redacted] Clrfy: [redacted] 5XXGV4L20GG[redacted] [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
Reason for Repur: **AC** AIR CONDITIONING Part#: 97113 D5000
# of Complaints for above reason: **06** times FAN & MOTOR ASSY
Total Days Down: **010** DTC(if any):
Main Issue of Repur: **PD** - PRODUCT & DEALER COMBINED

==========

REPURCHASE COMMENTS(KCR) **(Include All Payee's Name and Address)**

IN 17,371 MILES AND 16 MONTHS OF SERVICE VEHICLE PRESENTED TO DEALER A TOTAL OF 6 TIMES FOR HVAC NOT BLOWING HOT/COLD AIR CONCERNS. FIRST REPAIR WAS TO A/C COMPRESSOR. SECOND AND THIRD VISITS RESULTED IN REPLACEMENT OF FAN AND MOTOR ASSY. FOURTH VISIT DEALER ADJUSTED POOR CONNECTION AT EM-11 PINS. FIFTH AND SIXTH VISITS DEALER COULD NOT DUPLICATE AND NO REPAIRS WERE MADE. TECHLINE CASE # [redacted] WAS OPENED AND ACTIVE DURING LAST 2 VISITS. CASE WAS ARBITRATED AND DECISION WAS NON-LEMON LAW REPURCHASE. FTS AND DPSM INVOLVED IN INSPECTION/REPAIR AFTER ARBITRATION HEARING AND BEFORE DECISION FROM ARBITRATOR.

****

CHECKS PAYABLE AS FOLLOWS:

KIA MOTORS FINANCE $22,824.86
ATTENTION: PAYOFF DEPARTMENT
[redacted]
RICHARDSON, TX [redacted]

[redacted] $1,550.38
EASTLAKE, OH [redacted]

==========

[redacted]te 8/10/18 Date

GUROCAKK

BRAD HOLT _____ MICHELE CAMERON _____

_____ _____

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

DPSM: Jack Sparling

Dist: [redacted]

Model Year: 2016

Model: Optima SX Limited

VIN: 5XXGV4L20G[redacted]

Warranty Start Date: 11/10/2016

Mos. In Service: 19

State: OH

Sales Type: KLSE

RPSM: Art White

USED VEHICLE INFORMATION:

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

Notes:

BBB Mgr, Todd

Last Modified

Last Modified By: Kaan Gurocak 6/6/2018

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

	Servicing Dealer Code	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
	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	Totals
	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	[redacted]	N/A	N/A	N/A	N/A	[redacted]	[redacted]	
	FTS Involved?	No	No	No	No	No	No	No	No	
	Service Alert Opened?	No	No	No	No	No	No	Yes [redacted] 3/14/18	No	1
	Stated Concerns:									
1	Maintenance	LOF		LOF	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 ligh up but no air flo. 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 "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 differet 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 atEM-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 (confrimed 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 reattched, 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 conern. 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 depris and replaced cabin filter. All conenctions 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 - plug left rear tire							1
6										
7										
8										
9										
10										
	Note:									
	Totals	2	2		1	1	1	1	1	9

[redacted]

MENTOR KIA

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

MENTOR MITSUBISHI

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

[redacted]

ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
REBECCA BANKS [redacted]	[redacted]	09/14/18	[redacted]
LABOR RATE / LICENSE NO. [redacted]	MILEAGE 24,588	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 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE 09/13/18	

COMMENTS

MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------

J# 1 55MIZ HEATER, A/C & VENT TECH(S):0624 0.00

CUSTOMER STATES A/C IS NOT ALWAYS BLOWING COLD AIR
A/C BLOWING COLD AT THIS TIME
NO PROBLEM FOUND, NO REPAIRS MADE.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

TOTALS----------

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

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

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

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-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.

The Reynolds and Reynolds Company ERALZRINVE CC215891 Q (10/16)

Warranty History

Warranty History

Repair Date	Claim Type	Dealer Code	R.O.#	Version	Repair Labor	Causal Part	Mileage
Jul 12, 2018	W : Mechanical (Normal)	[redacted]	[redacted]	01	Lamp, Room (Rear), R&R	LAMP ASSY-OVERHEAD C	21,222
Mar 12, 2018	W : Mechanical (Normal)			01	Wire Harness Repair (Major)	WIRING ASSY-MAIN	16,689
Feb 21, 2018	W : Mechanical (Normal)			01	Blower Motor Assy, R&R	FAN & MOTOR ASSY	16,307
Feb 14, 2018	V : SA***/CS***/RB***			01	170A42R0	HOSE ASSY-AIR INTAKE	16,088
Aug 18, 2017	W : Mechanical (Normal)			01	Air Intake Hose, R&R	HOSE ASSY-AIR INTAKE	9,777
Apr 27, 2017	V : SA***/CS***/RB***			01	160A46R0	FRAME ASSY-PANORAMAR	6,007
Apr 27, 2017	W : Mechanical (Normal)			01	97701RZZ	COMPRESSOR ASSY	6,007
Apr 27, 2017	W : Mechanical (Normal)			01	A/C Compressor Assy, R&R (**) (Refer to TSB)	COMPRESSOR ASSY	6,007
Apr 01, 2016	I : PDI			01	JFPDI	PDI	8

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

[redacted]

MENTOR MITSUBISHI
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentor[redacted]

[redacted]

FEB 2 0 2018

ADVISOR: DAVID [redacted]	TAG NO. [redacted]	INVOICE DATE: 02/19/18	[redacted]
LABOR RATE	LICENSE NO. [redacted] / MILEAGE: 16,307	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 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE: 02/19/18	
COMMENTS			MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------
[redacted]
CUSTOMER STATES BLOWER FAN IS NOT [illegible]
PART 0624
BLOWER MOTOR IS INTERMITTENTLY [illegible]
THE FAN TO WORK.
REPLACED THE BLOWER MOTOR ASSEMBLY, [illegible] PROPERLY AT THIS
TIME.

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

JOB# 1 TOTALS----------[redacted]

TOTAL 0.00

COMMENTS----------
XGBY9F0FMK:created 2018-02-13 [illegible]

TOTALS----------

THE MOTOR OIL SUPPLIED BY [illegible]
SW20 OR SW30 DEPENDING ON YOUR [illegible]
SPECIFIED BY KIA MOTORS. [illegible]
OR EXCEEDS ALL NEW CAR [illegible]
API SERVICE "SN" ILSAC "GF5"

[illegible]	0.00
[illegible]	0.00
[illegible]	0.00
[illegible]	0.00
[illegible]	0.00
[illegible]	0.00
[illegible]	0.00
[illegible]	0.00

THANK YOU FOR YOUR [illegible]
CALL FROM KIA [illegible]
OF OUR GUESTS 100% [illegible]
[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.

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MENTOR MITSUBISHI - KIA

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

The Reynolds and Reynolds Company ERALZRINVE CC215891 U (10/16)

[redacted]

MENTOR KIA
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentorkia.com

MENTOR MITSUBISHI
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentormitsubishi.com

MAR 0 6 2018

ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
AMBER	[redacted]	03/05/18	[redacted]
LABOR RATE / LICENSE NO. [redacted]	MILEAGE 16,689	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 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE 03/01/18	REPRINT# 1

COMMENTS

MO: [redacted]

JOB# 1 CHARGES

LABOR

CUSTOMER STATES BLOWER FAN NOT WORKING
FOLLOWING THE PREVIOUS REPAIR THE TECHNICIAN FOUND A FAULTY
CONNECTION AT THE EN 11 PINOS AND CASHED THE WIRE TEST
VEHICLE VEHICL CIS OPERATING AS DESIGNED THE VEHICLE WAS
RETURNED BACK TO THE GUEST.

JOB# 1 TOTALS

JOB# 1 LABOR [illegible] JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

PROVIDE CUSTOMER WITH A [illegible]
REPAIRS. (SLIV)
RENTAL CAR PROVIDED WHILE VEHICLE IS [illegible]
CHARGE

JOB# 2 TOTALS

JOB# 2 LABOR [illegible] JOB# 2 TOTAL 0.00

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR [illegible] TOTAL LABOR	0.00
5W20 OR 5W30 DEPENDING ON YOUR [illegible]	0.00
SPECIFIED BY KIA MOTORS. IT IS [illegible]	0.00
OR EXCEEDS ALL NEW CAR MANUFACTURERS [illegible]	0.00
API SERVICE "SN" [illegible]	0.00
[illegible] DISC	0.00
[illegible] TAX	0.00
TOTAL SERVICES	0.00

THANK YOU FOR YOUR BUSINESS! YOU MAY [illegible]
CALL FROM KIA CONCERNING YOUR [illegible]
OF OUR GUESTS 100% SATISFIED. [illegible]
SAT
SCO [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.

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MENTOR MITSUBISHI - KIA

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

The Reynolds and Reynolds Company (800.766.3911) CC21589LO (10/16)

SERVICE FILE COPY

[END OF INVOICE]

05:55pm

[redacted]

MENTOR KIA
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentorkia.com

MENTOR MITSUBISHI
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentormitsubishi.com

ADVISOR: AMBER JONES	TAG NO. [redacted]		INVOICE DATE: 04/17/18	INVOICE NO. [redacted]
LABOR RATE	LICENSE NO. [redacted]	MILEAGE: 17,371	COLOR: SNOW WHT PE	STOCK NO. [redacted]
YEAR / MAKE / MODEL: L6/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 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.		R.O. DATE: 03/29/18	

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 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	INTERNAL
	1	21513-23001	GASKET-OIL PLUG	INTERNAL
	1	26300-35504	FILTER ASSY-ENG	INTERNAL

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

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MENTOR MITSUBISHI - KIA

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

Motor Vehicle Lease Agreement

KIA | Finance

Lease Date: 11/10/2016

Call us toll-free at [redacted]

1. PARTIES AND VEHICLE DESCRIPTIONS

LESSEE:

Lessee: [redacted]

Billing Address: [redacted]

Address

EASTLAKE OH [redacted]

City State Zip

LESSOR (Dealer):

Dealer: MENTOR KIA

Address: [redacted]

Street Address

MENTOR OH [redacted]

City State Zip

CO-LESSEE:

Co-Lessee: N/A

Billing Address: ☐ Check box if same as Lessee

N/A

Address

N/A

City State Zip

GARAGING ADDRESS:

XX

☐ Check box if same as Lessee's Billing Address

☐ [redacted] Address

(Street Address – No P.O. B[redacted])

EASTLAKE OH [redacted]

City State Zip

LEASED VEHICLE:

XX

☐ New ☐ Used

2016 KIA OPTIMA

Year Make Model

5 5XXGV4L20G[redacted]

Odometer VIN:

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

DESCRIPTION OF TRADE-IN VEHICLE

2008 MITSUBISHI LANCER

Year 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 Titling Trust ("HLTT") and the terms "Assignee," "we," "us" and "our" will refer to HLTT and its agents or to any subsequent assignee.

FEDERAL CONSUMER LEASING ACT DISCLOSURES

2. AMOUNT DUE AT LEASE SIGNING OR DELIVERY (Itemized below)*

$ 8500.00

3. MONTHLY PAYMENTS

A. Your first Monthly Payment of $ 310.01 is due on 11/10/2016 followed by 38 payments of $ 310.01 due on the 10th of each month, beginning on 12/10/2016.

B. The Total of your Monthly Payments is $ 12090.39.

4. OTHER CHARGES (Not part of your Monthly Payment)

A. **Turn-in Fee** (if you do not purchase the Vehicle) ....$ 400.00

B. N/A .....$ N/A

C. Total .....$ 400.00

5. TOTAL OF PAYMENTS (The amount you will have paid by the end of the Lease)

$ 20680.38

6. *ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

A. Amount Due at Lease Signing or Delivery:

(1)	Capitalized Cost Reduction	$ 7471.49
(2)	Sales/Use Tax on Capitalized Cost Reduction	$ 350.00
(3)	First Monthly Payment	$ 310.01
(4)	Refundable Security Deposit	$ N/A
(5)	Acquisition Fee	$ N/A
(6)	Initial License, Title and Registration Fees	$ 368.50
(7)	Sales/Use Tax	$ N/A
(8)	N/A	$ N/A
(9)	N/A	$ N/A
(10)	N/A	$ N/A
(11)	**TOTAL**	$ 8500.00

B. How the Amount Due at Lease Signing or Delivery will Be Paid:

(1)	Net Trade-in Allowance	$ 3500.00
(2)	Rebates and Noncash Credits	$ 5000.00
(3)	Amount to Be Paid in Cash	$ N/A
(4)	N/A	$ N/A
(5)	**TOTAL**	$ 8500.00

7. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW

A.	**Gross Capitalized Cost.** The agreed upon value of the Vehicle ($ 34805.00) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance)		$ 36189.79
B.	**Capitalized Cost Reduction.** The amount of any Net Trade-in Allowance, Rebate, Noncash Credit, or Cash you pay that reduces the Gross Capitalized Cost	–	$ 7471.49
C.	**Adjusted Capitalized Cost.** The amount used in calculating your Base Monthly Payment	=	$ 28718.30
D.	**Residual Value.** The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	–	$ 17659.20
E.	**Depreciation and any Amortized Amounts.** The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term	=	$ 11059.10
F.	**Rent Charge.** The amount charged in addition to the Depreciation and any Amortized Amounts	+	$ 1031.29
G.	**Total of Base Monthly Payments.** The Depreciation and any Amortized Amounts plus the Rent Charge	=	$ 12090.39
H.	**Lease Payments.** The number of payments in your Lease	÷	39
I.	**Base Monthly Payment** [redacted]		$ 310.01
J.	**Monthly Sales/Use Tax**	+	$ N/A
K.	**Other (specify):** N/A	+	$ N/A

(9)	N/A	$	N/A
(10)	N/A	$	N/A
(11) **TOTAL**		$	8500.00

(5) **TOTAL** $ 8500.00

7. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW

A.	**Gross Capitalized Cost.** The agreed upon value of the Vehicle ($ 34805.00) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	$	36189.79
B.	**Capitalized Cost Reduction.** The amount of any Net Trade-in Allowance, Rebate, Noncash Credit, or Cash you pay that reduces the Gross Capitalized Cost	– $	7471.49
C.	**Adjusted Capitalized Cost.** The amount used in calculating your Base Monthly Payment	= $	28718.30
D.	**Residual Value.** The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	– $	17659.20
E.	**Depreciation and any Amortized Amounts.** The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term	= $	11059.10
F.	**Rent Charge.** The amount charged in addition to the Depreciation and any Amortized Amounts	+ $	1031.29
G.	Total of Base Monthly Payments. The Depreciation and any Amortized Amounts plus the Rent Charge	= $	12090.39
H.	**Lease Payments.** The number of payments in your Lease	÷	39
I.	**Base Monthly Payment**	= $	310.01
J.	Monthly Sales/Use Tax	+ $	N/A
K.	**Other (specify):** N/A	+ $	N/A
L.	**Total Monthly Payment**	= $	310.01

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

8. EXCESS WEAR AND USE

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

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

9. PURCHASE OPTION AT END OF LEASE TERM

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

10. OTHER IMPORTANT TERMS

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

Notice: If you do not meet your Lease obligations, you may lose the Vehicle.
AK, OR and SD Notice: If this Lease is for a consumer purpose, then this Lease is **CONSUMER PAPER.**

11. ITEMIZATION OF GROSS CAPITALIZED COST

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

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

12. TERM AND SCHEDULED MATURITY DATE

The Lease Term is 39 months ("Lease Term").
The Scheduled Maturity Date: 02/10/2020.

13. OPTIONAL INSURANCE AND OTHER PRODUCTS

You do not have to purchase any optional protection products or services listed below to enter into this Lease, and they are not a factor in our credit decision to lease the Vehicle to you. If you have initialed below, it means you want the described product/service and have reviewed

14. ESTIMATED OFFICIAL FEES AND TAXES

The total estimated amount you will pay for official and license fees, registration, title and taxes (including personal property taxes) over the Lease Term, whether included with your Monthly Payment or assessed otherwise, is $ 1733.29. 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.

15. WARRANTIES

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.

16. INSURANCE VERIFICATION

You must maintain the insurance coverage des[redacted] 20A of this Lease. You affirm that the following insurance c[redacted]ce as of the Lease Date:

buy.

☐ Optional Service Contract Price: $ N/A

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 Premium/Price: $ N/A
Product Description

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

☐ Other: N/A Premium/Price: $ N/A
Product Description

Provider | Term (in Month or Years) | Lessee / Co-Lessee Initials

Initials of Dealer Employee who verified insurance coverage [redacted]

You must instruct your insurance agent to add as an additional loss payee, and send the Insurance Policy, Endorsement or Certificate to:

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

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

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

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

17. LEASE MODIFICATIONS

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

Lessee Signature X [redacted] Co-Lessee Signature X N/A

AND SIGNATURES

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

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

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

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

A. INDIVIDUAL LESSE[redacted]

Lessee Signature: X [redacted] essee Signature: X N/A
Name: Name: N/A

B. BUSINESS LESSEE SIGNATURE

Signature: X N/A Name: N/A Title: N/A

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

Authorized Signature [redacted] Name: BRET MOLTELLA 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 (866) 331-5632 at least 3 business days prior to the next scheduled payment due date to avoid further charges. I understand that when I revoke this authorization I will be responsible for scheduling and making all subsequent payments to KMF when due under the Lease. In addition, if funds are not available when KMF attempts to charge my Account, I will be responsible for arranging alternative payment to KMF and agree to pay KMF any late charges due under the Lease as well as any returned check, processing or insufficient funds fees as set forth in the Lease. Except to the extent imposed by applicable law, KMF shall have no liability to me with respect to a debit against the Account which is drawn in an incorrect amount or drawn after I have revoked authorization for AutoPay, other than the responsibility to correct any error. I represent to KMF that I am the holder of the Account or am authorized to make payments from the Account. I acknowledge that I received a copy of this authorization for my records.

Bank Name | 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

45% 8:54 PM

[redacted]

Add an Account

Customer Name
[redacted]

Pending Payments

DATE SCHEDULED	AMOUNT

If blank, you do not have any pending payments.

Autopay Schedule

DATE SCHEDULED	AMOUNT

You are currently not enrolled in Autopay, sign up today!

ENROLL IN AUTOPAY

Summary of Payments

Payment History

DATE RECEIVED	AMOUNT
03/10/2018	$310.01
02/14/2018	$310.01
01/17/2018	$310.01
12/11/2017	$310.01
11/09/2017	$310.01
10/06/2017	$310.01
09/09/2017	$310.01

CA Case #: [redacted]

Customer's Name(s): [redacted]

Case Type: CUSTOMER

Prev. GW/VRS: N/A

Dealer Code: [redacted]

Dealer Name: Mentor Kia

DPSM: Jack Sparling

Dist: [redacted]

Model Year: 2016

Model: Optima

VIN: 5XXGV4L20GG[redacted]

Warranty Start Date: 11/20/2016

Mos. In Service: 18

State: OH

Sales Type: Lease

USED VEHICLE INFORMATION:

USED Date of Purchase *(or N/A)* **:**	
USED Mileage at Purchase *(or N/A)* **:**	
CPO *(Yes/No or N/A)* **:**	
Mos. of USED Ownership *(or N/A)* **:**	

Notes:

Last Modified By: Steve Larez

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

Servicing Dealer Code	[redacted]								
RO Number	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]				**Totals**
RO In Date	**2/13/2018**	**2/19/2018**	**3/1/2018**	**3/12/2018**	**3/29/2018**				
RO Out Date	**2/13/2018**	**2/19/2018**	**3/5/2018**	**3/16/2018**	**4/17/2018**				
Days Out of Svc.	**1**	**1**	**5**	**5**	**20**				**32**
Mileage In	**16,088**	**16,307**	**16,689**	**16,956**	**17,371**				
Mileage Out	**16,088**	**16,307**	**16,689**	**16,956**	**17,413**				
Miles Driven	**0**	**0**	**0**	**0**	**42**				**42**
Towed In? (Yes/No)	no	no	no	no	no				
Days Rental Provided	n/a	n/a	5	5	20				**30**
TL Case Number (or N/A)	N/A	none	none	[redacted]	[redacted]				
DPSM Contacted? (Yes/No)	No	no	no	no	no				
FTS Involved? (Yes/No)	No	no	no	no	no				
Service Alert Opened? (Yes/No)	No	no	no	no	no				
	Stated Concerns:								
1	**Maintenance**	Perfomred multipoint inspection along with car wash							
2	**SC / SA**	Completed SA303. Noted on Ro, some models with 2.0 liter engines may exhibit an imparied air intake hose. Air intake hose replaced.							**1**
3	**customer states: Blower motor was not working . All elements light up but no air flow. When turning on blower motor it has high resistance**	Internal blower motor ordred							**1**
4	**Customer states: Blower motor fan not working.**		installed special order blower motor. Working properly at this time.						**1**
5	**Customer states blower motor fan not working.**			during last repair , Tech found a poor pin connection at E-11 and pin 25, reconneceted and vehicle working as designed					**1**
6	**Blower motor not working**				Test drove vehicle per tech line and monitored voltage on JP-pin #6. Voltage good, checked ground at CE02, unable to duplicate the concerns. After tapping the top of the junction block on the initial drop off and vehicle working as designed, checked grounds and could not duplicate				**1**
7	**customer states blower motot not working. Over the last several days there was a loud "saucer "**					no cause of failure found as we have been unable to duplicate it. AVAC			**1**
8									
9									
10									
	NOTE:								
	Totals	**2**	**1**	**1**	**1**	**1**			**6**

** = Related Repair*

CND = Could Not Duplicate
CP = Customer Pay (Non-Wty Repair)
NRM = No Repair Made

NVO = Normal Vehicle Operation
SC = Service Campaign
SOP = Special Order Part

[redacted]

MENTOR KIA
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentorkia.com

MENTOR MITSUBISHI
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentormitsubishi.com

CUSTOMER NO. [redacted]	ADVISOR AMBER JONES [redacted]	TAG NO. [redacted]	INVOICE DATE 04/17/18	INVOICE NO. [redacted]	
[redacted] EASTLAKE, OH [redacted]	LABOR RATE	LICENSE NO. [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 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/29/18		
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS MO: [redacted]			

JOB# 1 CHARGES----------

LABOR----------

J# 1 55MIZ HEATER, A/C & VENT TECH(S):0624 INTERNAL

CUSTOMER STATES BLOWER FAN NOT WORKING - OVER THE LAST SEVERAL DAYS THE BLOWER WOULD WORK AND SHUT OFF (3/24/18 STOPPED WORKING, CAME BACK ON 3/29/18) - STATES THERE IS WAS A LOUD "SAUCER" NOISE FROM THE BLOWER WITH A HISSING NOISE - BUT THERE WAS NO AIR FLOW WHEN THIS HAPPENED - ALSO STATES THAT THE BRIGHTS WERE FLICKING ON AND OFF (WITH THE INDICATOR DISPLAY ON DASH) WHILE DRIVING SEVERAL DIFFERENT TIMES.
NO CAUSE OF FAILURE FOUND AS WE HAVE BEEN UNABLE TO DUPLICATE THE CUSTOMERS CONCERNS.
HVAC SYSTEM WORKING PROPERLY WHEN VEHICLE CAME IN.
TEST DROVE VEHICLE (LIMITED MILES PER CUSTOMER REQUEST - AS CUSTOMER HAS STATED THAT SHE IS OVER LEASE MILES) TO ATTEMPT TO DUPLICATE CUSTOMER'S CONCERN.
UNABLE TO DUPLICATE CONCERN WHILE DRIVING VEHICLE.
FOUND SOME DEBRIS IS CAGE OF BLOWER MOTOR. REMOVED DEBRIS
REPLACED CABIN FILTER
HVAC SYSTEM HAS FUNCTIONED PROPERLY. NO FLICKING LIGHTS WERE DETECTED.TECHNICIAN REINSPECTED LAST BLOWER MOTOR INSTALLATION. ALL CONNECTIONS ARE GOOD AND FUNCTIONING PROPERLY.
CONTACTED CUSTOMER- UNABLE TO DUPLICATE CONCERN.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 99MIZKCI FREE MULTI-POINT INS TECH(S):0624 0.00

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----------

J# 3+5OMIZKES3 EXPRESS TURBO LOF TECH(S):0624 INTERNAL

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

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

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.

The Reynolds and Reynolds Company ERA-2RNVE CC2215891 Q (10/16)

MENTOR KIA
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentorkia.com

MENTOR MITSUBISHI
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentormitsubishi.com

[redacted]

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

TOTAL - PARTS 0.00

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

J# 4+50MIZROTATE EXPRESS ROTATE TECH(S):0624 INTERNAL

CUSTOMER STATES ROTATE TIRES
NORMAL MAINTENANCE INTERVAL
COMPLETED TIRE ROTATION AS REQUESTED.

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX K1QS JOB# 4 TOTAL 0.00

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

LABOR----------

J# 5+50MIZINCABIN EXPRESS CABIN FILTER TECH(S):0624 INTERNAL

REPLACE IN CABIN HEPA FILTER
REPLACED IN CABIN HEPA FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	D5C79-AC000	FILTER-AIR COND		INTERNAL
			TOTAL - PARTS		0.00

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX K1QS JOB# 5 TOTAL 0.00

COMMENTS----------

DELETED OPERATION(S)----------

96MIZZYBRAKE YEL - BRAKES 97MIZZRTIRE RED - TIRES

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.

The Reynolds and Reynolds Company ERALZRNVE CC215891 Q (10/16)

[redacted]

MENTOR KIA
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentorkia.com

MENTOR MITSUBISHI
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentormitsubishi.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	AMBER JONES [redacted]	[redacted]	04/17/18	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	17,371	SNOW WHT PE	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/KIA/OPTIMA/SX LIMITED	11/10/16	5

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
5 X X G V 4 L 2 0 G G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		03/29/18

[redacted]
EASTLAKE, OH [redacted]

AWEAKLAND01@GMAIL.COM

RESIDENCE PHONE	BUSINESS PHONE
440-622-1774	440-256-1496

COMMENTS

MO: [redacted]

TOTALS----------

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONOCO-PHILLIPS66 SW20 OR 5W30 DEPENDING ON YOUR VEHICLES REQUIREMENTS AS SPECIFIED BY KIA MOTORS. IT IS A SYNTHETIC BLEND THAT MEETS OR EXCEEDS ALL NEW CAR MANUFACTURER REQUIREMENTS.
API SERVICE "SN" ILSAC "GF5"

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

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

_____
CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

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

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MENTOR MITSUBISHI - KIA

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

The Reynolds and Reynolds Company ERALZRINVE CC2215891 Q (10/16)

SERVICE FILE COPY

[END OF INVOICE] 11:22am

[redacted]

MENTOR KIA
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentorkia.com

MENTOR MITSUBISHI
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentormitsubishi.com

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

JOB# 1 CHARGES----------

LABOR----------

J# 1 55MIZ HEATER, A/C & VENT TECH(S):0624 INTERNAL

SEE HISTORY CUSTOMER STATES HEATER AND BLOWER ARE INOP. WHEN THE CUSTOMER ARRIVED WE DID CONFIRM THE BLOWER MOTOR WAS INOP NOT WORKING.
CONTACTED TECHNICAL ASSISTANCE CASE #12658807
PER TECHNICAL ASSISTANCE, TEST DROVE VEHICLE AND MONITORED VOLTAGE ON JP-PIN #6 - VOLTAGE GOOD. CHECKED GROUND AT GE02 FRAME RAIL CLEANED AND REATTACHED , STILL NO CHANGE.
UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME.
NO PROBLEM FOUND.
AFTER TAPPING THE TOP OF THE JUNCTION BLOCK ON THE INITIAL DROP OFF, THE BLOWER MOTOR WORKED AND HAS BEEN WORKING NO FURTHER REPAIRS HAVE BEEN MADE TO THE HEATING AND COOLING SYSTEM. CONTACTED TECHNICAL ASSISTANCE CASE [redacted]
PER TECHNICAL ASSISTANCE, TEST DROVE VEHICLE AND MONITORED VOLTAGE ON JP-PIN #6 - VOLTAGE GOOD. CHECKED GROUND AT GE02 FRAME RAIL CLEANED AND REATTACHED , STILL NO CHANGE.
UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME.
NO PROBLEM FOUND.
DESIGNED.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 99MIZKCI FREE MULTI-POINT INS TECH(S): [redacted] 0.00

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----------

J# 3+99MIZRCS RENTAL CAR TECH(S): [redacted] 0.00

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

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

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

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MENTOR MITSUBISHI - KIA

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

The Reynolds and Reynolds Company ERALZHNVE CC215691 Q (10/16)

[redacted]

MENTOR KIA
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentorkia.com

MENTOR MITSUBISHI
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentormitsubishi.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	AMBER JONES	[redacted]	03/16/18	[redacted]
[redacted]	LABOR RATE / LICENSE NO. GZK9058 / MILEAGE 16,956		COLOR SNOW WHT PE	[redacted]
EASTLAKE, OH [redacted]	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED		DELIVERY DATE 11/10/16	DELIVERY MILES 5
[redacted]	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R. O. DATE 03/12/18	
RESIDENCE PHONE [redacted]	COMMENTS			MO: [redacted]

TOTALS----------

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

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

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

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

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MENTOR MITSUBISHI - KIA

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

The Reynolds and Reynolds Company ERALDRIVE CC215891 Q (10/16)

[redacted]

MENTOR KIA
[redacted] MENTOR, OHIO [redacted]
TELEPHONE [redacted]
www.mentorkia.com

MENTOR MITSUBISHI
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentormitsubishi.com

CUSTOMER NO. [redacted]	ADVISOR AMBER JONES [redacted]	TAG [redacted]	INVOICE DATE 03/05/18 [redacted]
[redacted] EASTLAKE, OH [redacted]	LABOR RATE [redacted]	MILEAGE 16,689	COLOR SNOW WHT PE [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 [redacted]		SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/01/18
[redacted]	COMMENTS		MO: [redacted]

DELIVERY MILES 5
PRODUCTION DATE
REPRINT# 1

JOB# 1 CHARGES----------

LABOR----------

J# 1 55MIZ HEATER, A/C & VENT TECH(S):0624 WARRANTY

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

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 99MIZRCS RENTAL CAR TECH(S):0624 WARRANTY

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

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

TOTALS----------

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API SERVICE "SN" ILSAC "GF5"

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

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_____
CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

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MENTOR MITSUBISHI - KIA

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

The Reynolds and Reynolds Company ERALTRNVE CC215891 Q (10/16)

[redacted]

MENTOR KIA
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentorkia.com

MENTOR MITSUBISHI
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentormitsubishi.com

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

JOB# 1 CHARGES----------

LABOR----------

J# 1 SSMIZ HEATER, A/C & VENT TECH(S):0624 WARRANTY

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

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

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

COMMENTS----------

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

TOTALS----------

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API SERVICE "SN" ILSAC "GF5"

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

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CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

SERVICE HOURS
MONDAY THRU FRIDAY
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SATURDAY
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MENTOR MITSUBISHI - KIA

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The Reynolds and Reynolds Company ERALZNINVE CC215891 Q (10/16)

SERVICE FILE COPY

[END OF INVOICE] 11:55am

[redacted]

MENTOR KIA
[redacted] MENTOR, OHIO [redacted]
TELEPHONE [redacted]
www.mentorkia.com

MENTOR MITSUBISHI
[redacted] MENTOR, OHIO [redacted]
TELEPHONE [redacted]
www.mentormitsubishi.com

[redacted]

CUSTOMER NO. [redacted]	ADVISOR AMBER JONES [redacted]	TAG NO. [redacted]	INVOICE DATE 02/13/18	[redacted]
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 16,088	COLOR SNOW WHT PE
EASTLAKE, OH [redacted]	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED		DELIVERY DATE 11/10/16	DELIVERY MILES 5
[redacted]	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/13/18	
R [redacted] BUSINESS PHONE [redacted]	COMMENTS			MO: 16088

JOB# 1 CHARGES----------

LABOR----------

J# 1 55MIZ HEATER, A/C & VENT TECH(S):0624 0.00

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

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

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 SOMIZKES3 EXPRESS TURBO LOF TECH(S):0624 21.15

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

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

G.O.G. & SUPPLIES----------

1.0 5W30 ENGINE OIL (TUR @ 14.180 /UNIT 14.18

TOTAL - GOG 14.18

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

CLK	LABOR DISC COUPON-KIA		-4.00
CPK	PARTS DISC COUPON-KIA		-4.00
	TOTAL - MISC		-8.00

JOB# 2 TOTALS----------

LABOR	21.15
PARTS	7.62
G.O.G.	14.18
MISC	-8.00

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 34.95

JOB# 3 CHARGES----------

LABOR----------

J# 3 91MIZSA303 AIR INTAKE HOSE TECH(S):0624 WARRANTY

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

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MENTOR MITSUBISHI - KIA

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The Reynolds and Reynolds Company ERALZRINVE CC215891 Q (10/16)

[redacted]

MENTOR KIA
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentorkia.com

MENTOR MITSUBISHI
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentormitsubishi.com

[redacted]

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

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

PARTS------QTY---	FP-NUMBER---------	DESCRIPTION----------	UNIT PRICE-	
1	28140-C1510QQK	HOSE ASSY-AIR I		WARRANTY
		TOTAL - PARTS		0.00

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

J# 4 99MIZKCI FREE MULTI-POINT INS TECH(S):0624 0.00

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

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

MISC------CODE--------DESCRIPTION----------	CONTROL NO---------	
JOB # A SS SHOP SUPPLIES		2.12
	TOTAL - MISC	2.12

TOTALS----------

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

TOTAL LABOR....	21.15
TOTAL PARTS....	7.62
TOTAL SUBLET...	0.00
TOTAL G.O.G....	14.18
TOTAL MISC CHG.	2.12
TOTAL MISC DISC	-8.00
TOTAL TAX.....	2.59
TOTAL INVOICE $	**39.66**

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

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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.

The Reynolds and Reynolds Company SRALZRNVE CC215891 Q (10/16)

MENTOR KIA
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentorkia.com

MENTOR MITSUBISHI
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentormitsubishi.com

[redacted]

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

JOB# 1 CHARGES----------

LABOR----------

J# 1 99MIZKCI FREE MULTI-POINT INS TECH(S) [redacted] 0.00
KIA Multi-Point Vehicle Inspection
COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION AND FREE
CAR WASH.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 55MIZ HEATER, A/C & VENT TECH(S): [redacted] WARRANTY
CUSTOMER STATES A/C IS NOT BLOWING COLD AIR.
SCANNED AND FOUND NO CODES IN A/C MODULE.
A/C SYSTEM IS FULL.
INSPECTION FOUND A/C COMPRESSOR IS NOT POWERING ON.
TECH CONFIRMED A/C IS BLOWING WARM AIR.
POWER AND GROUND A/C COMPRESSOR - GOOD
A/C COMPRESSOR HAS FAILED.
PERFORMED REPLACEMENT OF THE A/C COMPRESSOR.
PERFORMED EVAC AND RECHARGE
RE-TESTED SYSTEM - OPERATING AS DESIGNED AT THIS TIME.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

1	97701-3V110RU	REMAN COMPRESSO		WARRANTY
-1	97701-3V110RU	CORE RETURN		WARRANTY
			TOTAL - PARTS	0.00

G.O.G. & SUPPLIES----------

1.0	REFRIGERANT, R134A (LBS.) @	/UNIT	WARRANTY
		TOTAL - GOG	0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 50MIZ1STLOFKCP1 EXPRESS 1ST OIL CHAN TECH(S) [redacted] 19.63
CUSTOMER STATES PERFORM 1ST OIL CHANGE - COMPLIMENTARY
PERFORM OIL AND FILTER CHANGE
COMPLETE CUSTOMER 1ST ENGINE OIL CHANGE - COMPLIMENTARY.
CHANGE ENGINE OIL, REPLACE FILTER & DRAIN PLUG GASKET.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

1	PK504	OIL CHANGE KIT	****	****
1	21513-23001	GASKET-OIL PLUG	1.00	1.00
1	26300-35504	FILTER ASSY-ENG	6.60	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

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MENTOR MITSUBISHI - KIA

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

The Reynolds and Reynolds Company ERALZRINVE CC215991 Q (10/13)

[redacted]

MENTOR KIA
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentorkia.com

MENTOR MITSUBISHI
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentormitsubishi.com

[redacted]

CUSTOMER NO. [redacted]	ADVISOR KENNETH FUSSELMAN [redacted]	TAG NO. [redacted]	INVOICE DATE 04/27/17	INVOICE NO. [redacted]
[redacted] EASTLAKE, OH [redacted]	LABOR RATE [redacted]	MILEAGE 6,007	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 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 04/27/17	
RESIDENCE PHONE [redacted]	COMMENTS			MO: [redacted]

G.O.G. & SUPPLIES----------

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

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

1ST-OIL 1st OIL CHANGE - FREE		-37.95
	TOTAL - MISC	-37.95

JOB# 3 TOTALS----------

LABOR	19.63
PARTS	7.60
G.O.G.	10.72
MISC	-37.95
JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL	0.00

JOB# 4 CHARGES----------

LABOR----------

J# 4 91MIZSA270A PANO ROOF INSPECTION TECH(S) [redacted] WARRANTY

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

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

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

LABOR----------

J# 5 99MIZRCS RENTAL CAR TECH(S) [redacted] WARRANTY

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

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

RENTAL RENTAL CAR		WARRANTY
	TOTAL - MISC	0.00

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX K1CS JOB# 5 TOTAL 0.00

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

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

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

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MENTOR MITSUBISHI - KIA

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

The Reynolds and Reynolds Company ERALRNIVE CC215891 Q (10/16)

MENTOR KIA
[redacted] MENTOR, OHIO [redacted]
TELEPHONE [redacted]
www.mentorkia.com

MENTOR MITSUBISHI
[redacted] MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentormitsubishi.com

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: KENNETH FUSSELMAN [redacted] TAG NO. [redacted]		INVOICE DATE: 04/27/17	INVOICE NO. [redacted]
[redacted] EASTLAKE, OH [redacted]	LABOR RATE	LICENSE NO. [redacted] MILEAGE: 6,007	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 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE: 04/27/17	
RESIDENCE PHONE [redacted]	COMMENTS: MO: [redacted]			

TOTALS----------

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

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

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

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

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MENTOR MITSUBISHI - KIA

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

The Reynolds and Reynolds Company ERALZRINVE CC215891 Q (10/16)

SERVICE FILE COPY

[END OF INVOICE] 11:56am

BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 06/05/2018 Case Number: [redacted]

Customer: [redacted]

Business: Kia Motors America

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

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Kia Optima
Year : 2016

All parties named above submit to arbitration the following:

1) Blower Motor
2) Heater

The parties have come to agreement on the following: N/A

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase
Manufacturer : Denial

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A

MENTOR KIA

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

[redacted]

MENTOR MITSUBISHI

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

[redacted]

CUSTOMER NO. [redacted]	ADVISOR AMBER JONES [redacted]		TAG NO. [redacted]	INVOICE DATE 04/17/18	INVOICE NO. [redacted]
[redacted] EASTLAKE, OH [redacted]	LABOR RATE	LICENSE NO. [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 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 03/29/18	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------

J# 1 55MIZ ... HEATER, A/C & VENT ... [redacted] ... INTERNAL

CUSTOMER STATES BLOWER FAN NOT WORKING - OVER THE LAST
SEVERAL DAYS THE BLOWER WOULD WORK AND SHUT OFF (3/24/18
STOPPED WORKING, CAME BACK ON 3/29/18) - STATES THERE IS WAS
A LOUD "SAUCER" NOISE FROM THE BLOWER WITH A HISSING NOISE -
BUT THERE WAS NO AIR FLOW WHEN THIS HAPPENED - ALSO STATES
THAT THE BRIGHTS WERE FLICKING ON AND OFF (WITH THE
INDICATOR DISPLAY ON DASH) WHILE DRIVING SEVERAL DIFFERENT
TIMES.
NO CAUSE OF FAILURE FOUND AS WE HAVE BEEN UNABLE TO
DUPLICATE THE CUSTOMERS CONCERNS.
HVAC SYSTEM WORKING PROPERLY WHEN VEHICLE CAME IN.
TEST DROVE VEHICLE (LIMITED MILES PER CUSTOMER REQUEST - AS
CUSTOMER HAS STATED THAT SHE IS OVER LEASE MILES) TO
ATTEMPT TO DUPLICATE CUSTOMER'S CONCERN.
UNABLE TO DUPLICATE CONCERN WHILE DRIVING VEHICLE.
FOUND SOME DEBRIS IS CAGE OF BLOWER MOTOR. REMOVED DEBRIS
REPLACED CABIN FILTER
HVAC SYSTEM HAS FUNCTIONED PROPERLY. NO FLICKING LIGHTS WERE
DETECTED.TECHNICIAN REINSPECTED LAST BLOWER MOTOR
INSTALLATION. ALL CONNECTIONS ARE GOOD AND FUNCTIONING
PROPERLY.
CONTACTED CUSTOMER- UNABLE TO DUPLICATE CONCERN.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 99MIZACT ... [redacted] ... 0.00

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----------

J# 3 50MIZKES3 ... EXPRESS TURBO LUBE ... [redacted] ... INTERNAL

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

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

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

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MENTOR
MITSUBISHI - KIA

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

MENTOR KIA

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

MENTOR MITSUBISHI

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

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	AMBER JONES [redacted]	[redacted]	04/17/18	[redacted]

[redacted]
EASTLAND, OH [redacted]
[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	GZK9058	17,371	SNOW WHT PE	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/KIA/OPTIMA/SX LIMITED	11/10/16	5

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
5 X X G V 4 L 2 0 G G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		03/29/18

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]	[redacted]	MO: [redacted]

TOTAL - PARTS 0.00

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

INTERNAL

CUSTOMER STATES ROTATE TIRES
NORMAL MAINTENANCE INTERVAL
COMPLETED TIRE ROTATION AS REQUESTED.

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX K1QS JOB# 4 TOTAL 0.00

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

LABOR----------

INTERNAL

REPLACE IN CABIN HEPA FILTER
REPLACED IN CABIN HEPA FILTER

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

1 05C79-ACOOO FILTER-AIR COND

INTERNAL

TOTAL - PARTS 0.00

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX K1QS JOB# 5 TOTAL 0.00

COMMENTS----------
DELETED OPERATION(S)----------
96MIZZYBRAKE YEL - BRAKES 97MIZZYTIRE RED - TIRES

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

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MENTOR
MITSUBISHI - KIA

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

Mitchell Repair Information Company, LLC (1610)

MENTOR KIA

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

MENTOR MITSUBISHI

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

[redacted]

CUSTOMER NO. [redacted]	ADVISOR AMBER JONES [redacted]	TAG NO. [redacted]	INVOICE DATE 04/17/18	INVOICE NO. [redacted]
[redacted] EASTLAKE, OH [redacted]	LABOR RATE	LICENSE NO. [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. 5XXGV4L20GG [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F. T. E. NO.	P. O. NO.	R. O. DATE 03/29/18	
RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]	COMMENTS			MO: [redacted]

TOTALS----------

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

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

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

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

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MENTOR MITSUBISHI - KIA

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

SERVICE FILE COPY

[END OF INVOICE] 03:09pm

MENTOR KIA

[redacted] MENTOR, OHIO [redacted]
TELEPHONE [redacted]
www.mentorkia.com

[redacted]

MENTOR MITSUBISHI

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

[redacted]

MAR 2 6 2018

CUSTOMER NO. [redacted]	ADVISOR AMBER [redacted]	TAG NO. [redacted]	INVOICE DATE 03/19/18	INVOICE NO. [redacted]
[redacted] EASTLAKE, OH [redacted]	LABOR RATE	LICENSE NO. [redacted] MILEAGE 16,956	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 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 03/12/18	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------

OP 1 [redacted] 46.00

SEE HISTORY CUSTOMER STATES HEATER AND BLOWER ARE INOP. WHEN
THE CUSTOMER ARRIVED WE DID CONFIRM THE BLOWER MOTOR HAS
INOP NOT WORKING.
CONTACTED TECHNICAL ASSISTANCE CASE #12658807
PER TECHNICAL ASSISTANCE, TEST DROVE VEHICLE AND MONITORED
VOLTAGE ON JP-PIN #6 - VOLTAGE GOOD. CHECKED GROUND AT GE02
FRAME RAIL CLEANED AND REATTACHED , STILL NO CHANGE.
UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME.
NO PROBLEM FOUND.
AFTER TAPPING THE TOP OF THE JUNCTION BLOCK ON THE INITIAL
DROP OFF, THE BLOWER MOTOR WORKED AND HAS BEEN WORKING NO
FURTHER REPAIRS HAVE BEEN MADE TO THE HEATING AND COOLING
SYSTEM. CONTACTED TECHNICAL ASSISTANCE CASE #12658807
PER TECHNICAL ASSISTANCE, TEST DROVE VEHICLE AND MONITORED
VOLTAGE ON JP-PIN #6 - VOLTAGE GOOD. CHECKED GROUND AT GE02
FRAME RAIL CLEANED AND REATTACHED , STILL NO CHANGE.
UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME.
NO PROBLEM FOUND.
DESIGNED.

JOB# 1 TOTALS----------

LABOR	46.00
JOB# 1 JOURNAL PREFIX K115 JOB# 1 TOTAL	46.00

TOTALS----------

CONTROL# K15596 ACCOUNT NUMBER [redacted] AMOUNT K8013 46.00

TOTAL LABOR	46.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL C.O.G.	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	**46.00**

[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

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

MENTOR MITSUBISHI

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

MAR 06 2018

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	AMBER [redacted]	[redacted]	03/05/18	[redacted]
[redacted] EASTLAKE, OH [redacted]	LABOR RATE / LICENSE NO. [redacted] / MILEAGE 16,689		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 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 03/01/18	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------

OP [redacted] QUANTITY

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

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

OP [redacted] QUANTITY

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

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

TOTALS----------

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

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL S.O.Q.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	**0.00**

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

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MENTOR MITSUBISHI - KIA

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

The Reynolds and Reynolds Company ERALZRINVE CC215891 Q (10/16)

MENTOR KIA

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

MENTOR MITSUBISHI

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

[redacted]

FEB 2 0 2018

CUSTOMER NO. [redacted]	ADVISOR DAVID [redacted]	TAG NO. [redacted]	INVOICE DATE 02/19/18	INVOICE NO. [redacted]
[redacted] EASTLAKE, OH [redacted]	LABOR RATE [redacted]	MILEAGE 16,307	COLOR SNOW WHT PE	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED		DELIVERY DATE 11/10/16	DELIVERY MILES 5
[redacted]	VEHICLE I.D. NO. 5XXGV4L20GG[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/19/18	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS MO: [redacted]		

JOB# 1 CHARGES----------

LABOR----------

JOB# 1 SONIZ [redacted] WARRANTY

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

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

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

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

TOTALS----------

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

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONOCO-PHILLIPS5W20 OR 5W30 DEPENDING ON YOUR VEHICLES REQUIREMENTS AS SPECIFIED BY KIA MOTORS. IT IS A SYNTHETIC BLEND THAT MEETS OR EXCEEDS ALL NEW CAR MANUFACTURER REQUIREMENTS. API SERVICE "SN" ILSAC "GF5"

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

[redacted]

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

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MENTOR
MITSUBISHI - KIA

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

The Reynolds and Reynolds Company ERALZRINVE (02215891 U (10/16)

MENTOR KIA

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

MENTOR MITSUBISHI

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

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	AMBER	[redacted]	02/13/18	[redacted]

[redacted]
EASTLAKE, OH [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	16,088	SNOW WHT PE	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/KIA/OPTIMA/SX LIMITED	11/10/16	5

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
5XXGV4L20GG[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		02/13/18

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

COMMENTS

MO: [redacted]

JOB# 1 CHARGES

LABOR

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

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

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS	JOB# 1 TOTAL	0.00

JOB# 2 CHARGES

LABOR

PERFORM KIA EXPRESS [illegible]
FILTER, PERFORM MULTI-POINT INSPECTION
COMPLETED KIA EXPRESS TURBO OIL CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PKS04	OIL CHANGE KIT	****	****
	1	Z1513-29001	CABIN AIR FILTER	1.02	1.02
	1	26300-35504	FILTER ASSY-OIL	6.60	6.60
			TOTAL - PARTS		7.62

G.O.G. & SUPPLIES

1.0	5W30 ENGINE OIL (TUR	@ 14.180	/UNIT	14.18
		TOTAL - GOG		14.18

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

JOB# 2 TOTALS

LABOR	21.15
PARTS	7.62
G.O.G.	14.18
MISC	-8.00

JOB# 2 JOURNAL PREFIX KICS	JOB# 2 TOTAL	34.95

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.

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MENTOR MITSUBISHI - KIA

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

[CONTINUED ON NEXT PAGE]
10:53am

MENTOR KIA

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

MENTOR MITSUBISHI

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

[redacted]

FEB 14 2018

CUSTOMER NO. [redacted]	ADVISOR AMBER [redacted]	TAG NO [redacted]	INVOICE DATE 02/13/18	INVOICE NO. [redacted]
[redacted] EASTLAKE, OH [redacted]	LABOR RATE	LICENSE NO. [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. 5XXGV4L20GG[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/13/18	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: [redacted]

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

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	28140-C1510QQK	HOSE ASSY-AIR I		WARRANTY
			TOTAL - PARTS		0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX KICS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR [redacted]

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

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX KICS JOB# 4 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A		SS SHOP SUPPLIES			2.12
			TOTAL - MISC		2.12

TOTALS

TOTAL LABOR	21.15
TOTAL PARTS	7.62
TOTAL BULLET	0.00
TOTAL SUBLET	14.18
TOTAL MISC CHG	2.12
TOTAL MISC DISC	-8.00
TOTAL TAX	2.59
TOTAL INVOICE $	**39.66**

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS [redacted]
SW20 OR SW30 DEPENDING ON YOUR VEHICLE REQUIREMENTS. IT
SPECIFIED BY KIA MOTORS. IT IS A [redacted]
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%
SATISFI [redacted] CONTACT
SCOTT A [redacted] YOU.

Omit
2/15

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

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

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MENTOR MITSUBISHI - KIA

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

All Keynotes and Symbols Copyright CHRISTIAN ENTERPRISES (1/10)

MENTOR KIA

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

[redacted]

MENTOR MITSUBISHI

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

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	DAVID [redacted]	[redacted]	09/25/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	9,777	SNOW WHT PE	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/KIA/OPTIMA/SX LIMITED	11/10/16	5

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
5XXGV4L20GG[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		09/25/17

[redacted]
EASTLAKE, OH [redacted]

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]	[redacted]	MO: [redacted]

JOB# 1 CHARGES

LABOR

JOB# 1 SERVICE 21.15
PERFORM KIA EXPRESS TURBO OIL CHANGE. REPLACE OIL AND FILTER. PERFORM MULTI-POINT INSPECTION
COMPLETED KIA EXPRESS TURBO OIL CHANGE

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

G.O.G. & SUPPLIES

1.0	5W30 ENGINE OIL (TUR	@ 14.180 /UNIT		14.18
		TOTAL - GOG		14.18

JOB# 1 TOTALS

LABOR	21.15
PARTS	7.62
G.O.G.	14.18
JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL	42.95

JOB# 2 CHARGES

LABOR

JOB# 2 SERVICE 19.95
CUSTOMER STATES ROTATE TIRES
NORMAL MAINTENANCE REQUIRED
COMPLETED TIRE ROTATION AS REQUESTED.

JOB# 2 TOTALS

LABOR	19.95
JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL	19.95

JOB# 3 CHARGES

LABOR

JOB# 3 SERVICE 0.00*
PERFORM A COMPLIMENTARY MULTI POINT INSPECTION ALONG WITH A FREE CAR WASH.
COMPLETED COMPLIMENTARY MULTI POINT INSPECTION AND FREE CAR WASH.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX KICS JOB# 3 TOTAL	0.00

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

COMMENTS
X08V85JP43:created 2017-07-31 08:54:00am taken by Anthony Mazzocco

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

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

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MENTOR MITSUBISHI - KIA

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

MENTOR KIA

[redacted]
TELEPHONE: [redacted]
www.mentorkia.com

MENTOR MITSUBISHI

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

SEP 25 2017

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

TOTALS.....

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

TOTAL LABOR....	41.10
TOTAL PARTS....	7.62
TOTAL SUBLET...	0.00
TOTAL G.O.G....	14.18
TOTAL MISC CHG.	4.11
TOTAL MISC DISC	0.00
TOTAL TAX.....	4.69
TOTAL INVOICE $	**71.70**

THANK YOU FOR YOUR BUSINESS! YOU MAY GET AN E MAIL OR PHONE CALL FROM KIA CONCERNING YOUR VISIT. WE STRIVE TO 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 DIRECTOR [redacted] THANK YOU!

[redacted]

[redacted] 71.70

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

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MENTOR MITSUBISHI - KIA

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

The Reynolds and Reynolds Company ERALZRINVE CC215891 Q (10/16)

SERVICE FILE COPY [END OF INVOICE] 08:52am

MENTOR KIA

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

[redacted]

MENTOR MITSUBISHI

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

[redacted]

CUSTOMER NO. [redacted]	ADVISOR ANTHONY MAZZOCCO J [redacted] TAG NO [redacted]		INVOICE DATE 08/01/17
[redacted] EASTLAKE, OH [redacted]	LABOR RATE [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[redacted]		SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/31/17
R[redacted]	COMMENTS		MO: 9778

JOB# 1 CHARGES

LABOR

J# 1 [redacted] WARRANTY

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-AIR [redacted]	

TOTAL - PARTS 0.00

G.O.G. & SUPPLIES

FREIGHT (PARTS) WARRANTY

TOTAL - GOG 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 [redacted] 0.00

KIA MULTI-POINT INSPECTION
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

J# 3 [redacted] 0.00

TIRE ROTATION
.
.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 [redacted] 23.95

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

JOB# 4 TOTALS

LABOR 23.95

JOB# 4 JOURNAL PREFIX K1CS 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.

[CONTINUED ON NEXT PAGE]
10:23am

MENTOR KIA

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

MENTOR MITSUBISHI

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

AUG 0 1 2017

CUSTOMER NO. [redacted]	ADVISOR ANTHONY MAZZOCCO J [redacted] TAG NO. [redacted]		INVOICE DATE 08/01/17	[redacted]
[redacted] EASTLAKE, OH [redacted]	LABOR RATE	LICENSE NO. GZK9058 / MILEAGE 9,777	COLOR SNOW WHT PE	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED		DELIVERY DATE 11/10/16	DELIVERY MILES 5
	VEHICLE I.D. NO. 5XXGV4L20GG [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/31/17	
RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]	COMMENTS			MO: [redacted]

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

JOB # A	SS SHOP SUPPLIES	2.40
	TOTAL - MISC	2.40

COMMENTS----------
WAIT-0738

TOTALS----------

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

TOTAL LABOR....	23.95
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.40
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.84
TOTAL INVOICE $	**28.19**

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

8/1

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

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

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MENTOR
MITSUBISHI - KIA

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

SERVICE FILE COPY

[END OF INVOICE] 10:23am

MENTOR KIA

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

MENTOR MITSUBISHI

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

[redacted]

JSTOMER NO. [redacted]

[redacted]
:ASTLAKE, OH [redacted]

ADVISOR: KENNETH FUSSELMAN [redacted]	TAG NO. [redacted]		INVOICE DATE: 04/27/17	INVOICE NO. [redacted]
LABOR RATE	LICENSE NO.: GZK9058	MILEAGE: 6,007	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.: 5XXGV4L20GG [redacted]			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.		R.O. DATE: 04/27/17	

[redacted] [redacted]

COMMENTS

MO: [redacted]

JB# 1 CHARGES----------

ABOR----------

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

JB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JB# 2 CHARGES----------

ABOR----------

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

[redacted]

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

.O.G. & SUPPLIES----------

1.0 REFRIGERANT, OPTEON YF @ /UNIT - WARRANTY

TOTAL - GOG 0.00

JB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JB# 3 CHARGES----------

ABOR----------

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

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

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THE SELLER, MENTO[redacted] HEREBY EXPRESSL[redacted] WARRANTIES, EITH[redacted] IMPLIED [redacted] [redacted] [redacted]

MENTOR KIA

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

MENTOR MITSUBISHI

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

[redacted]

CUSTOMER NO. [redacted]	ADVISOR KENNETH FUSSELMAN [redacted]	TAG NO. [redacted]	INVOICE DATE 04/27/17	INVOICE NO. [redacted]
[redacted] EASTLAKE, OH [redacted]	LABOR RATE [redacted]	MILEAGE 6,007	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. 5XXGV4L20GG[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 04/27/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: [redacted]

G.O.G. & SUPPLIES----------

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

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

	1ST-OIL 1st OIL CHANGE - FREE		-37.95
		TOTAL - MISC	-37.95

JOB# 3 TOTALS----------

LABOR	19.63
PARTS	7.60
G.O.G.	10.72
MISC	-37.95
JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL	0.00

JOB# 4 CHARGES----------

LABOR----------

J# 4 91HZ3AE70A [redacted]

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

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL	0.00

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

LABOR----------

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

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

RENTAL	RENTAL CAR		WARRANTY
		TOTAL - MISC	0.00

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX K1CS JOB# 5 TOTAL	0.00

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

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

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

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MENTOR MITSUBISHI - KIA

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

The Reynolds and Reynolds Company ERALZRNVE CC215891 Q (10/16)

MENTOR KIA

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

MENTOR MITSUBISHI

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

[redacted]

CUSTOMER NO. [redacted]	ADVISOR KENNETH FUSSELMAN [redacted]	TAG NO. [redacted]	INVOICE DATE 04/27/17	INVOICE NO. [redacted]
[redacted] EASTLAKE, OH [redacted]	LABOR RATE	LICENSE NO. [redacted] MILEAGE 6,007	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. 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-PHILLIPS66 5W20 OR 5W30 DEPENDING ON YOUR VEHICLES REQUIREMENTS AS SPECIFIED BY KIA MOTORS. IT IS A SYNTHETIC BLEND THAT MEETS OR EXCEEDS ALL NEW CAR MANUFACTURER REQUIREMENTS.
API SERVICE "SN" ILSAC "GF5"

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

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MENTOR MITSUBISHI - KIA

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

SERVICE FILE COPY

[END OF INVOICE] 10:58am

(MMS) 6 COPY INVOICE Thank you for choosing Mentor Mitsubishi-Kia for your service needs.

MENTOR KIA

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

MENTOR MITSUBISHI-FIAT

[redacted], MENTOR, OHIO [redacted]
TELEPHONE: [redacted]
www.mentormitsubishi.com
www.mentorfiat.com

CUSTOMER NO. [redacted]	ADVISOR REBECCA BANKS [redacted]	TAG NO. [redacted]	INVOICE DATE 11/09/16	[redacted]
MENTOR KIA [redacted] MENTOR, OH [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 5	COLOR SNOW WHT PE [redacted]
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED		DELIVERY DATE	DELIVERY MILES
NONE	VEHICLE I.D. NO. 5XXGV4L20GG [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. INTERNAL	P.O. NO.	R.O. DATE 11/07/16	
RESIDENCE PHONE [redacted]	COMMENTS			MO: 5

JOB# 1 CHARGES

LABOR

CUSTOMER STATES PERFORM DIAGNOSTIC ON BATTERY, VEHICLE HAD
TO BE JUMPPED, VEHICLE WOULD NOT SHIFT OUT OF PARK,
WINDSHEILD WIPERS ARE NOT WORKING, SUN ROOF CONTROLES ARE
NOT WORKING, CHECK HIGH BEAM ASSIST SYSTEN WARNING LIGHT ON,
CHECK LDWS LIGHT ON, CHECK ABS SYSTEM LIGHT ON, CHECK SMART
CRUISE CONTROLE SYSTEN LIGHT ON, TPMS LIGHT ON AND FLASHING,
TESTED BATTERY, GR8 FOUND BAD BATTERY CELL,
REPLACED BATTERY
ALL FUNCTIONS NORMAL AT THIS TIME,

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

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

TOTALS

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

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

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

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

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

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MENTOR
MITSUBISHI - FIAT - KIA

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

CUSTOMER COPY

[END OF INVOICE] 09:11am

MENTOR KIA

[redacted] MENTOR, OHIO [redacted]
TELEPHONE [redacted]
www.mentorkia.com

MENTOR MITSUBISHI-FIAT

[redacted] MENTOR, OHIO [redacted]
TELEPHONE [redacted]
www.mentormitsubishi.com
www.mentorfiat.com

[redacted]

CUSTOMER NO. [redacted]	ADVISOR DAVID		TAG NO. [redacted]	INVOICE DATE 04/01/16	INVOICE NO. [redacted]
MENTOR KIA [redacted] MENTOR, OH [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 1	COLOR SNOW WHT PE	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5XXGV4L20GG[redacted]			SELLING DEALER NO.	PRODUCTION DATE
NONE	F.T.E. NO. INTERNAL	P.O. NO.		R.O. DATE 04/01/16	
RESIDENCE PHONE [redacted]	COMMENTS				MO: [redacted]

JOB# 1 CHARGES----------

LABOR----------

[redacted]

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

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX KICP JOB# 1 TOTAL 0.00

TOTALS----------

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

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

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

CUSTOMER SIGNATURE

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

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

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MENTOR
MITSUBISHI - FIAT - KIA

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

The Reynolds and Reynolds Company ERALZRINVE CC215891 C (06/15)

SERVICE FILE COPY [END OF INVOICE] 01:20pm

Kia [redacted]

To whom this may Concern,

This is to confirm that on 4/27/2017 I took my car into KIA of mentor with a milage of 6,008, with complaints of Heater / A/c and vent/ blower not working properly, and at times not working at all. Blower / Heat / A/c would not turn on, and blow heat / air to its proper functiong. On Point out History R.O. number [redacted].

[redacted]

6/4/18

NATIONWIDE ARBITRATIONS & INSPECTIONS

[redacted]

Tamarac, FL
or our Web site

[redacted]
www.autoinspections.net

		Start Date: 05/14/18	**Arb. Date:** 06/13/18
Bureau:	CBBB	**Case Number:**	[redacted]

Staff Contact & Extension #:	Todd Eikenberry, ext.[redacted]	**Fax:**	[redacted]

Customer:	[redacted]

Address:	[redacted] Eastlake, OH[redacted]

Telephone:	**Day:** [redacted]	**Evening:**	[redacted]

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[redacted]

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 #:	[redacted]

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.

Consumer Assistance Center Case Report

Printed By: Kaan Gurocak | **Case Number -** [redacted] | 06/06/2018 01:53:43 PM

Case Details

Title: (03/15/2018) Lemon Customer states vehicle heat and a/c not working

VIN: 5XXGV4L20GG[redacted] | Mileage: 17,000 | Status: Open

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

Priority: Standard | Severity: Low | Call Source: Phone - English

Owner: [redacted] | Owner Email:

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Interior

Case Type Level4: Interior Device

Contact Details

Name: [redacted]

Phone [redacted] | Alt Phone:

Address1 [redacted]

Address2:

City: EASTLAKE | State: OH | Zip: [redacted] | Email: [redacted]

Dealer Details

Code [redacted]

Name: Mentor Kia

Case History

*** 03/12/2018 16:32:10 (GMT-05:00) Eastern Time (US & Canada) ***
Contact = [redacted] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 03/12/2018 16:30:56 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***
Customer states
1. I wanted to see what to do the vehicle has been in 4 times
2. It has no heating and a/c
3. I do not feel safe with no heat
4. It is a Lemon
Wtr states
1. Apologized
2. Thanked customer for calling kia
3. Advised I can help customer
4. Checked for duplicate cases
5. Checked for open SC - None
6. Wtr advised customer will contact dealer and gather more info
Customer states
1.Ok Thank you very much
*Wtr Thanked customer for calling Kia

*** Case note has been appended from duplicated auto-case on 03/14/2018 01:04:34 (PST)

Comments from Service Alert - TL

Dealer : Mentor Kia
Technician : Mike Zook
Service Manager : AMBER JONES
Dealer Phone :
DPSM : Jack Sparling

Vehicle Model : OPTIMA SX LIMITED 4CYL AUTO
Model Year : 2016
Mileage : 9777
Initial comments by Technician found in TL Case [redacted]

[Problem Description]
when accelerating vehicle is make a loud vacuum noise

[Diagnostics Performed]
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

*** Phone - Call - Inbound created on 03/15/2018 10:56:48 (GMT-05:00) Eastern Time (US & Canada) and created by Tracey Icenhour ***
[redacted]

Cust states
1 [redacted]
2 Missed a call this morning.

Wrt states
1 Apologized
2 Advised TCS calling dlr now and will f/u with cust accordingly

Cust states
1 Thank you

*** Phone - Call - Inbound created on 03/15/2018 11:04:16 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted] EASTLAKE OH [redacted]
VIN: 5XXGV4L20GG[redacted]
MY and Mileage: 2016 Optima 17000
Most recent RO#:
6008 Miles a/c compressor replaced 4/27/17 ro [redacted]
Feb 13 2018 16088 Miles ro [redacted] blower not working (replaced)
Feb 19th installed blower motor Ro [redacted]
March 1st 2018 16689 Miles ro [redacted] blower not working (prev repair poor connection)
march 14th not woring again

Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: blower motor connections replacy at ipm
Customer states no blower no a/c or heat
Dealer states tl case said check IPM junction box
Able to Duplicate (Y or N): t
Repeat Repair (Y/N), if so, how many times?: y
Repair History of current concern with dates and mileage:
ETA for completion of repairs (if applicable): complete
Parts on order (Y/N), if so obtain part#, order#: n
Techline Case (if applicable) [redacted] said check ipm junction box
Rental / Loaner Provided? If so, since when?:
Dealer contacted DPSM (if needed):
Vehicle repaired?: Yes
Customer has possession?: n
Dealer Code/Selling Dealer (Y or N): [redacted]
Original Owner (Y or N): Y

*** Phone - Call - Inbound created on 03/15/2018 11:05:32 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***
Wtr called customer
Wtr states
1. Apologized for delay
2. Advised have spoken to dealer and issue is resolved
3. Vehicle is ready for pickup
4. Advised will send case to ECR today
5. Please allow 2/3 business days to be contacted
Customer states
1. Ok That will be fine
2. Can I keep the rental until they call or go get the vehicle
wtr sates
1. Either is customers option at this time
Customer states
1. Ok Thank you

*** Case [redacted] is sent on 3/15/2018 8:8:37 by Travis Widener

To: [redacted]

Cc: [redacted]

Title: NO ACTION REQUIRED - Case Escalation [redacted]

*** Phone - Call - Inbound created on 03/15/2018 11:08:57 (GMT-05:00) Eastern Time (US & Canada) and created by Travis Widener ***
Call to Action
1. Customer states vehicle is Lemon
2. Vehicle has been to [redacted] 4 times for no heat/a/c
3. Vehicle is ready for pickup customer is in a rental
4. DPSM advised via email
5. Please review and contact customer as needed

*** 03/15/2018 11:10:11 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin = to Queue Central Region ECR by Travis Widener
Reason:

*** 03/16/2018 06:22:46 (GMT-07:00) Arizona ***
Accepted from Queue Central Region ECR to WIPBin Wednesday-1 by Randy Chacon

*** 03/16/2018 06:27:45 (GMT-07:00) Arizona ***
Case moved into WIPBin Wednesday-1 and Sub Status of Working

*** 03/16/2018 06:28:30 (GMT-07:00) Arizona ***
Assigned to WIPBin Default of Steve Larez by Randy Chacon
Reason:

*** Phone - Call - Inbound created on 03/16/2018 10:31:18 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Customer states.
1. I wanted to call you back
2. I was told by someone from your office the vehicle is fixed to go get it, or I can drive the rental for the next three days and get it back
3. I am getting information from different people, I went to the dlr today but they said it is not ready to be picked up.
4. They are always in meetings when I call so I had not choice but to drive there.
5. I called up there yesterday before I drove there.
6. I took the vehicle there on Monday, I have not once gotten an update.
7. The only phone call I got was from this number stating the vehicle was ready
8. The car is not safe.,
9. I will continue to pursue this because the vehicle is not fixed.

Writer states.
1. i am sorry I have not had a chance to call the dlr as of yet.
2. once I speak to him I can call you back
3. We do want to fix the vehicle and the warranty will back the product.

Customer states./
1. What about getting me out of the vehicle.

Writer states.
1. You can speak to the dlr to find out what kind sales or promotions they have to trade you out of the vehicle.
2. Our replacement policies and repurchase policies are in accordance to your states law.
3. I am here to fix the vehicle and we do have resources we can use to assist with the repairs.
4. Let me get back to you at a later time after I find out more regarding the repair at the Kia dlr.

*** Phone - Call - Inbound created on 03/16/2018 10:29:58 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Customer states:
1. I am calling for an update regarding my case

Writer states:
1. Apologized
2. Advised that case has been escalated
3. Advised would be able to transfer to new case manager

Transferred to ECR S Larez

*** Phone - Call - Inbound commitment created on 03/19/2018 10:50:27 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 03/20/2018 and created by Steve Larez ***

*** Phone - Call - Inbound created on 03/19/2018 14:37:55 (GMT-07:00) Arizona and created by Teri Donnelly ***
Customer States:
1. Advised case number
2. Calling to check status

Writer States:
1. Confirmed owner info
2. Will check to see if person handling case is available
3. Asked customer to hold.

Writer States:
1. Thanked customer for holding ecr is on another line or
away from his desk
2. Can transfer to vm or leave message that customer is
requesting call back?

Customer States:
1,. What is his extension?
2. Would like to be transferred to vm

Writer States:
1. Advised ecr extension
2. Transferred to vm for ecr, SLarez

*** Phone - Call - Inbound created on 03/20/2018 10:12:16 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Customer called back and left writer message for a return call.

*** Phone - Call - Inbound commitment fulfilled on 03/20/2018 10:29:51 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 03/20/2018 closed by Steve Larez ***

*** Phone - Call - Inbound created on 03/20/2018 10:12:53 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Customer states.
1. Scott Williams called me and stated to pick up the vehicle.
2. They indicated the heater is working now after they tapped on a box under the hood
3. They gave me the car back so clearly something is wrong.
4. I know I qualify for the lemon law.
5. What do I do? What is Kia going to do?

Writer states.
1. I am sorry
2. I am reviewing the technical assistance case which the dlr is waiting for a response on.
3. We may replace the part in question, but since it was a matter of tapping that fuse box, it may be something else so our technical resources may recommend they wait until the part fails.

Customer states.
1. I am not going to wait until it fails. Something needs to get done.

Writer States.
1. Not fixing it is not an option, you have a warranty that will back defects in the material and workmanship
2. We will repair it once we are positive of a counter measure.
3. I do know it has been frustrating so I do want to offer you at least two car payments
4. The good will would because I do understand you are frustrated
5. We are going to fix it when we are sure of what needs to be repaired. Depending on the amount, you may be requested to sign off on it

Customer states.
1 how would I do this.

Writer gave email address and requested customer send a copy of the lease contract along with the payment history

Customer states.
1. Thank you

*** Phone - Call - Inbound created on 03/20/2018 10:39:02 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Writer called Scott Williams and left message for a return call.
regarding case.

*** Phone - Call - Inbound created on 03/20/2018 10:43:16 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Pending return call from Dlr.

*** Phone - Call - Inbound commitment created on 03/20/2018 10:43:37 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 03/22/2018 and created by Steve Larez ***

*** Phone - Call - Inbound commitment fulfilled on 04/03/2018 11:52:43 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 03/22/2018 closed by Steve Larez ***

*** Phone - Call - Inbound created on 04/03/2018 12:12:18 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Lease paper received.

*** Phone - Call - Inbound created on 04/06/2018 14:06:48 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Write called customer back on a duplicate case that was assigned to writer.

Customer states.
1.We have spoke to each other already and I did send you the paper work.
2. I do not want to deal with this anymore.
3. I am tired of going to the Kia dlr.
4. The fan blower will just stop working sometimes and I know the dlr has not duplicated it but they need to attempt a repair.
5. I would not want to be left stranded in a snow storm or sever heat. I am not happy with this at.
6. What is Kia going to do for me.
7. The car is back over there again, I just want another car.

Writer states.
1. I am sorry
2. I do have the paper work for the good will of two car payments, however, if the vehicle is there again we want to fix it before we can offer anything.
3. We do want to duplicate it, we do want to fix it, we do want to satisfy the situation however we do not want to guess at it.
4. We want to find the issue then fix it.

Customer states.
1. I understand

Writer states.
1. If there is back there again. Let me call the dlr and go from there.

*** Phone - Call - Inbound created on 04/06/2018 14:09:54 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Writer called dlr and could not get a hold of anyone, stayed on hold for a long time, will try back another time.

*** Phone - Call - Inbound commitment created on 04/06/2018 14:10:17 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 04/09/2018 and created by Steve Larez ***

*** Phone - Call - Inbound commitment fulfilled on 04/18/2018 13:45:04 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 04/09/2018 closed by Steve Larez ***

*** Phone - Call - Inbound created on 04/18/2018 13:47:40 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Writer called David in service and requested svc mgr to call back along with a copy of the RO.

*** Phone - Call - Inbound commitment created on 04/18/2018 13:48:19 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 04/19/2018 and created by Steve Larez ***

*** Phone - Call - Inbound created on 04/18/2018 13:09:59 (GMT-07:00) Arizona and created by Erika Lento ***
Service Manager from [redacted]

Dealer states:
1.Returning Steve's call

Wrt states:
1.ok let me see if he's available
2.*placed dealer on hold
3.*skyped SLarez - away
4.Steve appears to be away from his desk at the moment
5.In the case it looks like he wanted a copy of the RO
6.Would you like his VM

Dealer states:
1.ok
2.No I will email it to him

*** Phone - Call - Inbound commitment fulfilled on 05/05/2018 13:06:55 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 04/19/2018 closed by Steve Larez ***

*** Phone - Call - Inbound created on 05/05/2018 13:09:24 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Writer called customer back and left message
Writer states.
1. I was reviewing this case and noticed we had offered lease payments, however, the vehicle had went back to the Kia dlr.
2. I wanted to reach out to you.
3. I will back Tuesday and I can return your call then

*** Phone - Call - Inbound commitment created on 05/05/2018 13:12:56 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 05/08/2018 and created by Steve Larez ***

*** Phone - Call - Inbound commitment fulfilled on 05/14/2018 09:17:46 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 05/08/2018 closed by Steve Larez ***

*** Phone - Call - Inbound created on 05/14/2018 09:19:20 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Write called dlr to confirm car was not there.

Scott states.
1. We have not seen the car for a few months.
2. We did the have a few concerns with the A/C
3. The customer has the vehicle now. I can send you the RO's

Writer states.
1. Please do.
2. We are going to consider some good will for her and I wanted to ensure we get all our basis covered/.

Writer gave email address to dlr.

*** Phone - Call - Inbound commitment created on 05/14/2018 09:22:52 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 05/16/2018 and created by Steve Larez ***

*** Phone - Call - Inbound created on 05/14/2018 09:24:43 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Writer called customer back
Writer staest.
1. A.C is very inconsistent.
2. There is a grinding, saucer, noise and I smell burnt stuff some times. I do not want to blow up in this car.
3. i have told the dlr this before. The dlr had found that the hose was burnt up
4. Sometimes they do not even tell me what they are doing. I am just not happy with it at all.

Writer states.
1. I am sorry
2. I will update the file for you. I do have the information from repairs getting sent to me.
3. We do want the vehicle repaired.
4. I would honestly wait until the vehicle a./c system fails so we can repair it.

5. I know the concerns are intermittent and it is very frustrating

customers States.
1. It is very frustrating. I did not know the vehicle had to be fixed before you could pay me the lease payments.

Writer states.
1. The reason is because you will need to sign some paper work indicating we are considering this matter closed.
2. All warranties will be perfect.

Customer thanked writer for information.

*** Email - Internal Email Sent created on 05/17/2018 12:37:56 and created by Kaan Gurocak ***
ECA:
1) customer filed with the BBB.
2) Looks l ke you are waiting on repairs to be completed before offering goodwill. Let me know if I got that wrong.
3) When you have an update on the last repair attempt please let me know and we can assess next steps.
4) Also, if you have a recap that would be very helpful.
5) Thanked.

*** Phone - Call - Inbound commitment fulfilled on 05/18/2018 11:05:51 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 05/16/2018 closed by Steve Larez ***

*** Phone - Call - Inbound created on 05/18/2018 11:08:31 (GMT-07:00) Mountain Time (US & Canada) and created by Steve Larez ***
Writer called dlr to confirm vehicle was not there.
Scott, Parts and Service Director,
1. The car is here
2. We have not duplicate the issue as of yet,
3. She he lives in Eastlake, about 15-20 min driver, she said the blower was not blowing out full blast and the it had a burning smell.
4.We installed the blower motor last time so I am checking that installation.

Writer states.
1. Please open up a tech case.
2. Thank you.

*** Phone - Call - Inbound commitment created on 05/18/2018 12:21:35 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 05/21/2018 and created by Steve Larez ***

*** Email - Internal Email Received created on 05/21/2018 11:36:54 and created by Kaan Gurocak ***
ECR email from 5/18:
1) Spoke to customer.
2) Veh is at dealer now and parts/service director says it will stay there over the weekend.
3) Attached latest RO and will start recap.

ECA:
1) Thank you for update.
2) Let me know when recap is compete and I will assess case.

*** Note - Others commitment created on 05/24/2018 14:19:13 with Commitment Date 05/25/2018 and created by Kaan Gurocak ***

*** Email - External Email Sent created on 05/25/2018 11:38:04 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Friday, May 25, 2018 11:38 AM
To: 'E kenberry, Todd'
Subject: Re [redacted]

Hi Todd,

I reviewed [redacted] service history and have found that she does not meet the Definition according the Ohio Lemon Law Summary. In the first 12 months of ownership she has had only 2 repair visits to different nonconformities and was only down a total of 3 days in that time. My office is working with her to resolve this concern and will most likely offer GW for the inconvenience. Please let me know if this is sufficient to close your case or if you'd like me to draft a MRF.

Thank you,

*** Note - Others commitment updated on 05/25/2018 11:40:59 with Commitment Date 05/29/2018 and updated by Kaan Gurocak ***
Completed recap and emailed BBB advising customer does not meet definition in OH.

*** Phone - Call - Inbound commitment fulfilled on 05/29/2018 12:13:17 (GMT-07:00) Mountain Time (US & Canada) with Commitment Date 05/21/2018 closed by Steve Larez ***

*** Phone - Call - Outbound created on 05/29/2018 11:27:41 and created by Kaan Gurocak ***
ECA v/m:
1) Introduced.
2) Advised taking over case from colleague, Steve, due to BBB complaint.
3) Provided c/b # and hours.

*** Note - Others commitment updated on 05/29/2018 11:30:08 with Commitment Date 05/31/2018 and updated by Kaan Gurocak ***
No Response from BBB. ECA called customer and left v/m.

*** Phone - Call - Outbound created on 05/29/2018 11:31:10 and created by Kaan Gurocak ***
SRVM, Amber:
1) Could not reproduce customer's concern.
2) Customer brought vehicle on 5/16, and touched base with customer today to advise of this, (after first reaching out on Friday 5/25).
3) Customer stays she will try to pick veh up today or tomorrow.
4) Confirmed that customer should not qualify for LL as outside of 18 months.

ECA:
1) Thanked for updates.
2) Also thanked for efforts in trying to reproduce concern.
3) ECA will follow up with customer once BBB responds to KMA's request to close case.

*** Phone - Call - Inbound created on 05/30/2018 07:40:30 and created by Kaan Gurocak ***
Customer v/m:
1) Sorry I missed your call.
2) Please call me back if you can at primary #.

*** Email - External Email Received created on 05/30/2018 07:41:35 and created by Kaan Gurocak ***
From: Eikenberry, Todd [redacted]
Sent: Tuesday, May 29, 2018 2:08 PM
To: Gurocak, Kaan [KMA]
Subject: RE: [redacted]

Hi Kaan: I have reviewed the same information below with [redacted]. She argues that the issue is a severe safety concern and explained that the windows will totally fog up or ice over when the heat fails to work, making it impossible to see out of the windows. She feels this would fall under the 4th prong of the Ohio definition that ta ks about the need for only one repair to a condition that could cause death or serious bodily injury.

She remains adamant about pursuing her request of repurchase. Due to the time element, we are looking at scheduling the case for arbitration on 6/13 or 6/14 in the early afternoon hours. Please advise which of these two days would work best for Kia and if you would like to present via telephone or have a rep present?

Thank you -

Todd E kenberry, Manager, AUTO LINE (Florida)
Council of Better Business Bureaus
[redacted]
Arlington, VA [redacted]
p: [redacted]
p: [redacted]
f: [redacted]
[redacted]
bbb.org Start With Trust®

*** Email - External Email Sent created on 05/30/2018 11:50:56 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Wednesday, May 30, 2018 11:51 AM
To: [redacted]
Subject: Re: Your 2016 Optima SX - 5XXGV4L20GG[redacted]

[redacted]

Thank you again for taking the time to speak with me today. As promised, you can find my contact information below. Please let me know if you have any questions/concerns regarding what we discussed today or updates regarding your vehicle.

Thank you,

*** Phone - Call - Outbound created on 05/30/2018 11:05:12 and created by Kaan Gurocak ***
ECA:
1) Introduced.
2) Offered FTS and review of ownership history with monetary offer.
3) Reaffirmed Kia's position provided by BBB.

Customer:
1) Beyond frustrated with entire ownership experience.
2) Have been living with issue for 6-7 months and children have had to deal with it as well.
3) This has not been just the last 2 visits.
4) Very frustrated with lack of communication between Kia CA.
5) Was promised by ECR of GW of 2 car payments for inconvenience.
6) Family has been put in danger related to fog and lack of heat during cold months.
7) 4 days in bitter cold without heat due to no loaners at dealership.
8) Feels dealership has been lying to me about things. They were advised that field rep was involved in repair when it was not in RO.
9) Has had health issues related to all this.
10) Dealership were unable to reproduce a Bluetooth concern and that was very frustrating.
11) Still has rental veh at home. Scott and Amber from dealer advised they were on vacation for a week and they didn't even know customer's veh was still there.
12) Only seeking buyback at this point.
13) Wants down payment back.

ECA:
1) Apologized for all concerns and advised will reassess customer's new repurchase request (requested replacement from BBB).
2) Advised would follow up before any scheduled arbitration.

3) Advised will send email with contact information.

*** Note - Others commitment fulfilled on 05/30/2018 11:55:58 with Commitment Date 05/30/2018 closed by Kaan Gurocak ***

*** Note - Others commitment created on 05/30/2018 11:56:42 with Commitment Date 06/01/2018 and created by Kaan Gurocak ***

*** Email - External Email Sent created on 05/31/2018 09:09:14 and created by Kaan Gurocak ***
ECA emailed BBB rep Todd:
1) Spoke to customer at length
2) Reassessed case and will be drafting 3 option offer letter for customer that includes buyback she seeks.
3) Please do not schedule arbitration.
4) I will provide offer to customer by the end of the week.

*** Phone - Call - Inbound created on 05/31/2018 10:30:03 and created by Kaan Gurocak ***
Customer v/m:
1) Just picked up vehicle from dealer.
2) When parking at a friends I found damage to the front bumper and side.
3) Taking vehicle back to dealership not to address these new concerns.
4) I wanted to let you know and ta k about this.
5) Thanks.

*** Phone - Call - Outbound created on 06/01/2018 15:02:30 and created by Kaan Gurocak ***
ECA v/m:
1) Received message from yesterday.
2) Apologized for cosmetic damage caused by dealer service.
3) Would like to discuss that and your case.
4) Please call back when you can.
5) Provided c/b #

*** Email - External Email Sent created on 06/01/2018 15:06:34 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Friday, June 01, 2018 3:06 PM
To: 'E kenberry, Todd'
Subject: RE [redacted]

Hi Todd,

Sorry to go back and forth with you on this but after reviewing once more we have determined that her safety concern due to the lack of heat first occurred outside of the first year of ownership. I will attempt to offer an FTS once again but if the customer wishes to arbitrate and you disagree with our assessment regarding her qualification then I suppose I will be prepared to argue our position.

Let me know.

Thank you,

*** Note - Others commitment fulfilled on 06/01/2018 15:07:42 with Commitment Date 06/01/2018 closed by Kaan Gurocak ***
Reviewed with ECAM on 5/31 and PQ Engineer and determined that customer does not qualify for LL.
Called customer and left v/m
Emailed Todd at BBB to update that we will not be making repurchase offer.

*** Note - Others commitment created on 06/01/2018 15:08:11 with Commitment Date 06/05/2018 and created by Kaan Gurocak ***

*** Phone - Call - Inbound created on 06/04/2018 09:37:53 and created by Kaan Gurocak ***
Customer V/M on Friday, 6/1:
1) Sorry I missed out call.
2) I am on my way to work but can ta k on Monday (6/4).
3) Confirmed phone #.
4) Thanks.

*** Note - Others commitment updated on 06/04/2018 09:39:35 with Commitment Date 06/04/2018 and updated by Kaan Gurocak ***

*** Email - External Email Received created on 06/04/2018 17:19:53 and created by Kaan Gurocak ***
From: Eikenberry, Todd [redacted]
Sent: Monday, June 04, 2018 12:26 PM
To: Gurocak, Kaan [KMA]
Subject: RE [redacted]

Kaan – Customer claims on her BBB claim form that she reported problem with the heater blower on 4/27/17. I checked the work order and can see that the A/C was blowing warm and compressor changed, also something to do with buzzing noise in conjunction with fan speed (possibly a service bulletin?). I have left a message for the customer to review further.

Sincerely,

*** Note - Others commitment updated on 06/04/2018 17:22:31 with Commitment Date 06/05/2018 and updated by Kaan Gurocak ***
BBB seems to agree with KMA assessment that safety concern claim (due to lack of heat) first reported after 1st year of ownership and attempted to contact customer.

*** Phone - Call - Inbound created on 06/04/2018 17:35:41 and created by Kaan Gurocak ***

BBB VM, Todd:
1) Customer claims she has had problems with the blower motor since day 1 and believes that the a/c issue and heat issue are all related.
2) She plans to put something in writing that she has had problems since day 1.
3) Found TSB regarding a buzzing noise that may increase in conjunction with the HVAC fan speed.
4) She says all issues are related.
5) We need to get a date on this as I need to have an arbitrator make a call on this because of the work orders.
6) Trying to get date for 13th or 14th of next week.
7) Do you want to be on the phone, send someone, or both.

*** Phone - Call - Outbound created on 06/05/2018 07:30:46 and created by Kaan Gurocak ***
ECA:
1) Introduced
2) Did I call at a good time?

Customer:
1) Actually I am in an office right now.
2) Can I call you back in an hour?

ECA:
1) Yes, not a problem.

Customer:
1) Thank you.

*** Phone - Call - Outbound created on 06/05/2018 07:37:57 and created by Kaan Gurocak ***
ECA v/m with BBB's Todd E.:
1) Received your email and voicemail.
2) I understand the BBBs position on this.
3) I am still hoping to explain Kia's position is detail with the customer and see if she might still be open to an FTS.
4) If we do got to arbitration, 6/13 works better for me than 6/14
5) I will get back to you regarding who will attend (either over the phone, in person, or both).
6) Provided c/b # and thanked.

*** Note - Others commitment updated on 06/05/2018 07:42:33 with Commitment Date 06/05/2018 and updated by Kaan Gurocak ***
Attempted to call customer but she was unavailable. Left message with BBB.

*** Phone - Call - Outbound created on 06/05/2018 09:04:26 and created by Kaan Gurocak ***
ECA:
1) Offered FTS inspection and that after inspection KMA is happy to review customer's repurchase/replacement request.
2) Based on RO history, first documented concern of blower motor concern, that customer claims is safety issue, is 2/13/18, outside of LL definition in Ohio.

Customer:
1) Feels dealer has not been documenting ROs properly.
2) Disagrees with documentation and states this has been an issue since day 1.
3) Not interested in FTS as this should have been done already.
4) Scott from dealership advised that a field tech would be coming out to inspect and he lied as this was never done.
5) Only wishes to arbitrate for repurchase.

ECA:
1) Understands.
2) Thanked customer for time.

*** Note - Others commitment fulfilled on 06/05/2018 09:22:17 with Commitment Date 06/06/2018 closed by Kaan Gurocak ***
Customer declined FTS, only wishes to arbitrate.

*** Email - Internal Email Sent created on 06/05/2018 09:32:59 and created by Kaan Gurocak ***
From: Gurocak, Kaan [KMA]
Sent: Tuesday, June 05, 2018 9:33 AM
To: Sparling, Jack [KMA]
Subject: Availability for BBB Arbitration hearing in Cleveland on 6/13; Time is TBD; Case # [redacted]

Hi Jack,

Would you be available to attend an arbitration hearing on Wednesday, 6/13?

The customer claims that she has had issues with the HVAC heat and blower motor not working since day 1 and that this is a safety concern. I reviewed the case with PQ and they confirmed this vehicle is not experiencing the known "no heat" concern and that an FTS should be sent as this seems to be a connectivity issue.

Contrary to the customer's recollection, the ROs show that her first concern with the blower motor not working, and therefore the heat not working, was 2/13/18, which is beyond the first year and Ohio's Lemon Law definition. The customer claims these records are not accurate and still wants to move forward with arbitration. She says she will have friends and family members as witnesses. She is very upset about this and has been difficult to speak to on the phone. She is only interested in a buy back.

Please let me know if you might be available to attend and when you would have time to review the case.

Thanks!

*** Note - Others commitment created on 06/05/2018 09:36:11 with Commitment Date 06/08/2018 and created by Kaan Gurocak ***

Attachments

********** End Case Report [redacted] **********

BBB AUTO LINE

July 11, 2018

KAAN GUROCAK
KIA MOTORS AMERICA
[redacted]
LOMBARD IL[redacted]

Re: [redacted] vs Kia Motors America 5XXGV4L20GG[redacted]

Dear Madam/Sir:

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

The customer has been sent an *Acceptance/Rejection Form* and has 14 days to return the form to the BBB AUTO LINE. For good cause the BBB AUTO LINE may extend this time frame. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

If you have any questions about the decision or if I may be of service to you, please feel free to call me at[redacted]

Sincerely,

Todd Eikenberry at Extension [redacted]

BBB AUTO LINE

ACCEPTANCE OR REJECTION OF DECISION

Date: 07/11/18 Case Number: [redacted]
Customer: [redacted]
Business: Kia Motors America
Mfr-Info: 8300 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:_____
2) Please provide the full name of your financing company

   _____

   Account Number _____

   Mailing address _____

   City _____ State _____ Zip _____

   Telephone number _____ Fax number _____

_____ 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): _____ Date: _____

BBB AUTO LINE

July 11, 2018

[redacted]
EASTLAKE OH [redacted]

Re [redacted] 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]

Reasons for Decision

Submitted Date: 07/09/18

[redacted]

VIN: 5XXGV4L20GG[redacted]

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

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

While the evidence does not meet the requirements of the Ohio Lemon Law, consumer's vehiclei 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] **Customer:** [redacted]
Arbitrator: Frances S Bulloff **Date: 07/09/18**

REPURCHASE DECISION

Submitted Date: 07/09/18

[redacted]

VIN: 5XXGV4L20GG[redacted]

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] **Customer:** [redacted]
Arbitrator: Frances S Bulloff **Date: 07/09/18**

Hillegas, Michele [KMA]

From: ATLSOC [HCA]
Sent: Tuesday, August 14, 2018 9:26 AM
To: Hillegas, Michele [KMA]
Cc: Gurocak, Kaan [KMA]; Russell, Monique [HCA]
Subject: RE: Buyout Quote for Acct [redacted]

Good Afternoon,

Calculated Buyout Quote

Buyout Quote:	22,540.67
Sales Tax:	0.00
Good Through Date:	9/10/2018

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.

Account Payment History

Run date: 8/14/18 Time: 9:16am

User ID: [redacted]

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

Invoice# Credit Memo	Payment Due Date	Check Number	Transaction Date	Time	Eff. Date	Opr.	Bank	Type	Amount	Reason
[redacted]	8/10/18	0810	8/10/18	7:23pm	8/10/18	EOP	133	*PAYMENT NORMAL	310.01	
	7/10/18	0713	7/13/18	7:17pm	7/13/18	EOP	133	*PAYMENT NORMAL	310.01	
	6/10/18	0609	6/09/18	6:56pm	6/09/18	EOP	133	*PAYMENT NORMAL	310.01	
	5/10/18	0510	5/10/18	7:03pm	5/10/18	EOP	133	*PAYMENT NORMAL	310.01	
	4/10/18	0415	4/15/18	6:55pm	4/15/18	EOP	133	*PAYMENT NORMAL	310.01	
	3/10/18	0310	3/10/18	6:59pm	3/10/18	EOP	133	*PAYMENT NORMAL	310.01	
	2/10/18	0214	2/14/18	7:13pm	2/14/18	EOP	133	*PAYMENT NORMAL	310.01	
	1/10/18	0117	1/17/18	7:03pm	1/17/18	EOP	133	*PAYMENT NORMAL	310.01	
	12/10/17	1211	12/11/17	6:59pm	12/11/17	EOP	133	*PAYMENT NORMAL	310.01	
	11/10/17	1109	11/09/17	6:59pm	11/09/17	EOP	143	*PAYMENT NORMAL	310.01	
	10/10/17	1006	10/06/17	7:04pm	10/06/17	EOP	143	*PAYMENT NORMAL	310.01	
	9/10/17	0909	9/09/17	6:59pm	9/09/17	EOP	125	*PAYMENT NORMAL	310.01	