

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

OPTIMA



PART 2 OF 2

8/10/18 Kia Motors America LEWISM
8:33:43 Vehicle Repurchase Question/Answer II CSD03004
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

(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	\$				

(7B) DEDUCTIONS

Other			Gross Repurchase Value =	\$	34,805.00
DESCRIPTION	DEDUCT	DESCRIPTION	Mileage	\$	7,015.64
SALES/USE TAX	\$ 765.68	RENT CHARGE	Dealer Contribution	\$	
REG FEES	\$ 368.50				
DEALER REBATE:	\$			Sub Tot	\$ 3,414.12
			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

CSD03006

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 Net Repurchase Expense	\$	24,375.24

KMA Sbm Date: / / 00

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 \$

8:33:43

Manual Check/Wire Request

CSD03007

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

Resp DLR: OH051 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
BOX 650805, 1501 N. PLANO RD.
RICHARDSON, TX 75081

\$1,550.38

EASTLAKE, OH

GUROCAKK

BRAD HOLT

Date _____

8/10/18

Date _____

MICHELE CAMERON

Model Year: 2016

Customer's Name(s):

Model: Optima SX Limited

Case Type: BBB/AG/STATE ARB

VIN: 5XXGV4L20G0

Prev. GW/NRS: No

Warranty Start Date: 11/10/2016

Dealer Code: OH051

Mos. In Service: 19

Dealer Name: Mentor Kia

State: OH

DPSM: Jack Sparling

Sales Type: KLSE

Dist: CE02

RPSM: Art White

Notes:

BBB Mgr, Todd

Last Modified By:

Kean Gurucak

Last Modified

6/6/2018

USED VEHICLE INFORMATION:

USED Date of Purchase

USED Mileage

CPD	M/A

Mos. of USED Ownership

OH : 18K miles/42 months - 1, 3, 8 or more repairs/30 calendar days - no final repair - title branding Used -YES (if w/in LT period)										
	Servicing Dealer Code	OH051	OH051	OH051	OH051	OH051	OH051	OH051	OH051	OH051
1	RO Number	4/27/2017	7/31/2017	9/25/2017	2/13/2018	2/19/2018	3/11/2018	3/12/2018	3/29/2018	Totals
2	RO in Date	4/27/2017	7/31/2017	9/25/2017	2/13/2018	2/19/2018	3/11/2018	3/12/2018	3/29/2018	
3	RO out Date	4/27/2017	7/31/2017	9/25/2017	2/13/2018	2/19/2018	3/11/2018	3/12/2018	3/29/2018	
4	Days Out of Svc.	1	2	0	1	1	5	0	0	10
5	Mileage in	6,007	9,777	9,777	16,088	16,307	16,689	16,956	17,371	
6	Mileage Out	6,008	9,778	9,777	16,088	16,307	16,689	16,956	17,413	
7	Miles Driven	1	1	0	0	0	0	0	42	
8	Towed In?	No	No	No	No	No	No	No	No	
9	Days Rental Provided	1	2	0	0	0	5	8	20	
10	TL Case Number (for N/A)	N/A	- / 31/17	N/A	N/A	N/A	N/A	No	No	
11	ITS Involved?	No	No	No	No	No	No	No	No	
12	Service Alert Opened?	No	No	No	No	No	No	Yes - 3/15/18	No	1
13	Stated Concern:	LOF	LOF	LOF	LOF	LOF	LOF	LOF	LOF	
14	Maintenance	54270A - Decorative Cover								
15	SC / SA									1
16	(1) CS A/C is not blowing cold air.	(1) CS 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.)								
17	(2) CS blower was not working. States all elements light up but no air flo. States when attempting to turn on there was a burning smell.	(2) Ordered Fan and Motor Assy (Blower motor has high resistance Internal blower failure. Ordered motor with ETA of 2/15)								
18	(3) CS blower fan is not working; special ordered part 0624	(3) B&B Fan and Motor Assy (Blower motor is intermittently not powering and not allowing the fan to work. Working properly after replacement.)								
19	(4) CS blower fan not working.	(4) Addressed poor connection at EM-11 Pins (following the previous repair the tech found a poor connection at the EM-11 Pins and passed drag test. Veh operating as designed.)								
20	(5) CS heater and blower are inop. 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 different times.	(5) CND/NRM (confirmed that blower motor was inop. Contacted TL and test drove. Monitored voltage on JP-PIN B6. voltage good. Checked ground at CED3 Frame Rail. Cleaned and reattached, still no change. Unable to duplicate concern. No problem found.)								
21	(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 different times.	(6) CND/NRM (no cause of failure found as we have been unable to duplicate concern. HVAC system working properly when veh came int. Test drove limited miles per request of customer. Unable to duplicate. Found some debris in cage of blower motor, removed debris and replaced cabin filter. All connections good and functioning properly.)								6
22	(1) CS when pressing gas pedal there is a wind tunnel noise; sounds like it is coming from engine area; high speeds.	(1) B&B intake hose assembly (intake hose melted that connects to throttle.)								1
23	(1) CS rear tire has a nail in it.	(1) CP - plug left rear tire								1
24										
25										
26										
27										
28										
29										
30										
31	Notice									
32	Totals	2	2		1	1	1	1	1	9

**MENTOR KIA**

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

**MENTOR MITSUBISHI**

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



ADVISOR REBECCA BANKS		TAG NO. 0738	INVOICE DATE 09/14/18	INVOICE NO. [REDACTED]
LABOR RATE [REDACTED]	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			SELLING DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]
F.T.E. NO. [REDACTED]		P.O. NO. [REDACTED]	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.

Warranty History**Warranty History**

Repair Date	Claim Type	Dealer Code	R.O.#	Version	Repair Labor	Causal Part	Mileage
Jul 12, 2018	W : Mechanical (Normal)	OH051		01	Lamp, Room (Rear), R&R	LAMP ASSY-OVERHEAD C	21,222
Mar 12, 2018	W : Mechanical (Normal)	OH051		01	Wire Harness Repair (Major)	WIRING ASSY-MAIN	16,689
Feb 21, 2018	W : Mechanical (Normal)	OH051		01	Blower Motor Assy, R&R	FAN & MOTOR ASSY	16,307
Feb 14, 2018	V : SA*** / CS*** / RB***	OH051		01	170A42R0	HOSE ASSY-AIR INTAKE	16,088
Aug 18, 2017	W : Mechanical (Normal)	OH051		01	Air Intake Hose, R&R	HOSE ASSY-AIR INTAKE	9,777
Apr 27, 2017	V : SA*** / CS*** / RB***	OH051		01	160A46R0	FRAME ASSY-PANORAMAR	6,007
Apr 27, 2017	W : Mechanical (Normal)	OH051		01	97701RZZ	COMPRESSOR ASSY	6,007
Apr 27, 2017	W : Mechanical (Normal)	OH051		01	A/C Compressor Assy, R&R (**) (Refer to TSB)	COMPRESSOR ASSY	6,007
Apr 01, 2016	I : PDI	OH051		01	JFPDI	PDI	8



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FEB 20 2018

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

JOB# 1 CHARGES

LABOR

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

PARTS	QTY	FP NUMBER	UNIT PRICE	WARRANTY
1	97113-D3000			0.00

JOB# 1 TOTALS

COMMENTS

X08Y9F0FNK:created 2018-02-13 11:11:11

TOTALS

THE MOTOR DIA SUPPLIED BY MENTOR KIA IS 1.8L	0.00
SW20 OR SW10 DEPENDING ON YOUR VEHICLE	0.00
SPECIFIED BY KIA MOTORS. IT IS A STANDARD	0.00
OR EXCEEDS ALL NEW CAR MANUFACTURER'S	0.00
API SERVICE "SN" 11.5AC "OR"	0.00
	0.00
	0.00
	0.00

THANK YOU FOR YOUR BUSINESS! YOU

CALL FROM KIA CONCERNING YOUR

OF OUR QUESTS 100% SATISFIED

SATISFIED WITH YOUR SERVICE PLEASE

SCOTT A. WILLIAMS SERVICE DIRECTOR

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

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

THE SELLER, MENTOR MITSUBISHI-KIA,
HEREBY EXPRESSLY DISCLAIMS ALL
WARRANTIES, EITHER EXPRESS OR
IMPLIED INCLUDING ANY IMPLIED
WARRANTY OF MERCHANTABILITY OR
FITNESS FOR A PARTICULAR PURPOSE,
AND MENTOR MITSUBISHI-KIA NEITHER
ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT
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**MENTOR
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MAR 06 2018

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

JOB# 1 CHARGES-----

LABOR-----

CUSTOMER STATES BLENDER VAN NOT WORKING
FOLLOWING THE PREVIOUS REPAIR THE BLENDER VAN HAD A POOR
CONNECTION AT THE EN 32 PINS AND PASSED THE WASH TEST. TEST
VEHICLE VEHICLE E15 OPERATING AS DESIGNED THE BLENDER WAS
RETURNED BACK TO THE GUEST.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PRELIM. AMTS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

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

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PRELIM. AMTS JOB# 2 TOTAL 0.00

TOTALS-----

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS A FULL SYNTHETIC OIL
5W20 OR 5W30 DEPENDING ON YOUR VEHICLE'S REQUIREMENTS. IT IS
SPECIFIED BY KIA MOTORS. IT IS A FULLY GUARANTEED OIL. IT IS
OR EXCEEDS ALL NEW CAR MANUFACTURER'S REQUIREMENTS. IT IS
API SERVICE "SN" CLASS "20-00".

THANK YOU FOR YOUR BUSINESS! YOU WILL NOT
CALL FROM KIA CONCERNING YOUR VEHICLE.
OF OUR GUESTS 100% SATISFIED. IT IS
SATISFIED WITH YOUR SERVICE PLEASE
SCOTT A. WILLIAMS SERVICE DIRECTOR

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MONDAY THRU FRIDAY
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TELEPHONE: (440) 534-5000
www.mentor Mitsubish.com

ADVISOR AMBER JONES	TAG NO. 0556	INVOICE DATE 04/17/18	INVOICE NO. [REDACTED]
LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 17,371	COLOR SNOW WHT PE
YEAR / MAKE / MODEL L6/KIA/OPTIMA/SX LIMITED		DELIVERY DATE 11/10/16	STOCK NO. [REDACTED]
VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G		SELLING DEALER NO.	DELIVERY MILES 5
P.T.E. NO.		P.O. NO.	PRODUCTION DATE
COMMENTS		R.O. DATE 03/29/18	

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 IN 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 KICS 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 KICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

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

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

INTERNAL
INTERNAL
INTERNAL

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

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

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

**MENTOR
MITSUBISHI - KIA**



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



Motor Vehicle Lease Agreement



Finance

Lease Date: 11/10/2016

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

1. PARTIES AND VEHICLE DESCRIPTIONS

LESSEE:

Lessee: [REDACTED]

Billing Address: [REDACTED]

Address: [REDACTED]

City: EASTLAKE OH State: [REDACTED] Zip: [REDACTED]

CO-LESSEE:

Co-Lessee: N/A

Billing Address: ☐ Check box if same as Lessee

Address: N/A

City: [REDACTED] State: [REDACTED] Zip: [REDACTED]

LESSOR (Dealer):

Dealer: HENTON KIA

Address: 9090 HENTON AVE

Street Address: HENTON OH 44130

City: [REDACTED] State: [REDACTED] Zip: [REDACTED]

GARAGING ADDRESS:

☐ Check box if same as Lessee's Billing Address

☐ Check box if same as Co-Lessee's Billing Address

(Street Address - No P.O. Boxes)

EASTLAKE OH [REDACTED]

City: [REDACTED] State: [REDACTED] Zip: [REDACTED]

LEASED VEHICLE:

☐ New ☐ Used

2016 KIA OPTIMA

Year: 2016 Make: KIA Model: OPTIMA

Odometer: 5 VIN: 5X1GVAL28G01 [REDACTED]

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

DESCRIPTION OF TRADE-IN VEHICLE

Year	Make	Model	Value
2008	MITSUBISHI	LANCER	3500.00

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)*	3. MONTHLY PAYMENTS	4. OTHER CHARGES (Not part of your Monthly Payment)	5. TOTAL OF PAYMENTS (The amount you will have paid by the end of the Lease)
\$ 8500.00	A. Your first Monthly Payment of \$ 310.01 is due on 11/10/2016 followed by 36 payments of \$ 310.01 due on the 10th of each month, beginning on 12/10/2016. B. The Total of your Monthly Payments is \$ 12090.36	A. Turn-In Fee (if you do not purchase the Vehicle) \$ 400.00 B. N/A \$ N/A C. Total \$ 400.00	\$ 20680.36

6. ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

A. Amount Due at Lease Signing or Delivery:	B. How the Amount Due at Lease Signing or Delivery will Be Paid:
(1) Capitalized Cost Reduction \$ 7471.42	(1) Net Trade-in Allowance \$ 3500.00
(2) Sales/Use Tax on Capitalized Cost Reduction \$ 350.00	(2) Rebates and Noncash Credits \$ 5000.00
(3) First Monthly Payment \$ 310.01	(3) Amount to Be Paid in Cash \$ N/A
(4) Refundable Security Deposit \$ N/A	(4) N/A \$ N/A
(5) Acquisition Fee \$ N/A	
(6) Initial License, Title and Registration Fees \$ 360.58	
(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	(5) TOTAL \$ 8500.00

7. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW

A. Gross Capitalized Cost. The agreed upon value of the Vehicle (\$ 34800.00) 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	\$ 7471.42
C. Adjusted Capitalized Cost. The amount used in calculating your Base Monthly Payment	\$ 28718.37
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	\$ 11059.17
F. Rent Charge. The amount charged in addition to the Depreciation and any Amortized Amounts	\$ 10.11
G. Total of Base Monthly Payments. The Depreciation and any Amortized Amounts plus the Rent Charge	\$ 12090.36
H. Lease Payments. The number of payments in your Lease	36
I. Base Monthly Payment	\$ 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 \$ 8580.00 (5) TOTAL \$ 8580.00

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) \$ 35189.79
 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 \$ 26718.30
 D. **Residual Value.** The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment \$ 17859.28
 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 \$ 11854.10
 F. **Rent Charge.** The amount charged in addition to the Depreciation and any Amortized Amounts \$ 1031.20
 G. **Total of Base Monthly Payments.** The Depreciation and any Amortized Amounts plus the Rent Charge \$ 12050.30
 H. **Lease Payments.** The number of payments in your Lease 39
 I. **Base Monthly Payment** \$ 310.81
 J. **Monthly Sales/Use Tax** \$ N/A
 K. **Other (specify):** N/A \$ N/A
 L. **Total Monthly Payment** \$ 310.81

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 \$ 8.00. 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 \$ 515.00
 K. Total = Gross Capitalized Cost \$ 36100.79

**** 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 36 months ("Lease Term").
 The Scheduled Maturity Date: 07/10/2020

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 initiated 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 \$ 1135.29. 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 described in 20A of this Lease. You affirm that the following insurance coverage is as of the Lease Date:

may receive a portion of the price for any optional products or services you buy.

☐ Optional Service Contract

Price: \$

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

☐ Optional Excess Wear and Use Waiver

Price: \$

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

☐ Other: N/A

Premium/Price: \$

Product Description

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

☐ Other: N/A

Premium/Price: \$

Product Description

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

Initials of Dealer Employee who provided insurance coverage X
You must instruct your insurance agent to add as an additional loss payee, and send the Insurance Policy, Endorsement or Certificate to:

Hyundai Lease Tilling 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 / Co-Lessee's Initials

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

Lessee Signature X

Co-Lessee Signature X

18. NOTICES AND SIGNATURES

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

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

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

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

A. INDIVIDUAL LESSEE SIGNATURE(S)

Lessee Signature: X
Name:

Co-Lessee Signature: X
Name:

B. BUSINESS LESSEE SIGNATURE

Signature: X

Name:

Title:

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 Tilling Trust, P.O. Box 20829, Fountain Valley, CA 92728-0829 or its successors and assigns all of its right, title and interest in and to this Lease, the proceeds of this Lease and the Vehicle, according to the terms and conditions of the Dealer Lease Sale Agreement between Hyundai Capital America and the Lessor.

Authorized Signature: X

Name:

Title:

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) 331-6632 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

Name of Account Holder 2

Date

Bank Account Number

Signature of Account Holder 1

Signature of Account Holder 2

Bank Routing Number (9 digits)

Account Type (Checking, Savings or Money Market)

Account Holder Email Address

☐ Attached is a copy of a cancelled check


[Add an Account](#)Customer Name


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





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



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

CUSTOMER NO.	ADVISOR AMBER JONES	TAG NO.	INVOICE DATE 04/17/18	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 17,371	COLOR SNOW WHT PE
EASTLAKE, OH	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED	DELIVERY DATE 11/10/16	DELIVERY MILES 5	
	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	F.O. NO.	R.O. DATE 03/29/18	
RESIDENCE PHONE	BUSINESS PHONE	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 CUSTOMER'S CONCERNS.
HVAC SYSTEM WORKING PROPERLY WHEN VEHICLE CAME IN.
TEST DROVE VEHICLE (LIMITED MILES PER CUSTOMER REQUEST - AS CUSTOMER HAS STATED THAT SHE IS OVER LEASE MILES) TO ATTEMPT TO DUPLICATE CUSTOMER'S CONCERN.
UNABLE TO DUPLICATE CONCERN WHILE DRIVING VEHICLE.
FOUND SOME DEBRIS IS CAGE OF BLOWER MOTOR. REMOVED DEBRIS REPLACED CABIN FILTER
HVAC SYSTEM HAS FUNCTIONED PROPERLY. NO FLICKING LIGHTS WERE DETECTED. TECHNICIAN REINSPECTED LAST BLOWER MOTOR INSTALLATION. ALL CONNECTIONS ARE GOOD AND FUNCTIONING PROPERLY.
CONTACTED CUSTOMER- UNABLE TO DUPLICATE CONCERN.

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

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

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

JOB# 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+50MIZKES3 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

**MENTOR
MITSUBISHI - KIA**



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



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TELEPHONE: (440) 953-1000
www.mentorkia.com



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



CUSTOMER NO.	AMBER JONES	0556	TAG NO.	INVOICE DATE	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
			17,371	SNOW WHT PE	
	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				
	F.T.E. NO.	P.O. NO.	R.O. DATE		
			03/29/18		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
		MO:			

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 DSC79-AC000 FILTER-AIR COND INTERNAL 0.00

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**



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

MO:

TOTALS-----

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONOCO-PHILLIPS66 SW20 OR SW30 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

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.

CUSTOMER SIGNATURE

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



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



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

CUSTOMER NO.	ADV/SOP AMBER JONES	TAG NO. 0556	INVOICE DATE 03/16/18	LANDRIDE NO.
	LABOR RATE	LICENSE NO.	16,956	COLOR SNOW WHT PE
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED	DELIVERY DATE 11/10/16	DELIVERY MILES 5	
EASTLAKE, OH	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/12/18	
RESIDENCE PHONE	BUSINESS PHONE	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 # [REDACTED]
PER TECHNICAL ASSISTANCE, TEST DROVE VEHICLE AND MONITORED VOLTAGE ON JP-PIN #6 - VOLTAGE GOOD. CHECKED GROUND AT GEO2 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 GEO2 FRAME RAIL CLEANED AND REATTACHED, STILL NO CHANGE.
UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME.
NO PROBLEM FOUND.
DESIGNED.

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

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

JOB# 1 TOTALS

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.

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

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3+99MIZRCS **RENTAL CAR** **TECH(S):0624** **0.00**
PROVIDE CUSTOMER WITH A RENTAL CAR WHILE VEHICLE IS IN FOR REPAIRS. (SUV)
RENTAL CAR PROVIDED WHILE VEHICLE IS IN FOR REPAIRS.

MENTOR
MITSUBISHI - KIA



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

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00



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www.mentorkia.com



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



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

TOTALS-----

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONOCO-PHILLIPS66 SW20 OR SW30 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

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**MENTOR
MITSUBISHI - KIA**



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CUSTOMER NO. [REDACTED]	ADVISOR AMBER JONES	TAG NO. [REDACTED]	INVOICE DATE 03/05/18	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 16,689	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	PRODUCTION DATE
[REDACTED]	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G	SELLING DEALER NO.	REPRINT# 1	
[REDACTED]	F.T.E. NO.	F.O. NO.	R.O. DATE 03/01/18	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	MO: [REDACTED]	

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 VEHICLE IS 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-----

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

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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

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www.mentormitsubishi.com

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

MO: [REDACTED]

JOB# 1 CHARGES

LABOR-----
J# 1 55MIZ 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	0.00
TOTAL - PARTS	

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-----

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
--	---	-----------------------

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OF OUR GUESTS 100% SATISFIED. IF YOU ARE NOT 100%
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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

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

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 50MIZKES3 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

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

MO: [REDACTED]

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

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

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

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
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

JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL 0.00

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

TOTALS-----

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONOCO-PHILLIPS66 SW20 OR SW30 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.C....	14.18
	TOTAL MISC CHG.	2.12
	TOTAL MISC DISC	-8.00
	TOTAL TAX.....	2.59
TOTAL INVOICE \$		39.66

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MENTOR MITSUBISHI - KIA



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CUSTOMER SIGNATURE ***** DUPLICATE INVOICE *****

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**MENTOR MITSUBISHI**

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

MO: [REDACTED]

JOB# 1 CHARGES-----

LABOR-----
 J# 1 99MIZKCI FREE MULTI-POINT INS TECH(S):0624 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):0624 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):0624 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

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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 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
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 PRODUCT.

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

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):0624 WARRANTY
THE VEHICLE MAY EXHIBIT A BUZZING NOISE THAT MAY INCREASE IN CONJUNCTION WITH THE HVAC FAN SPEED, POPPING OR CLICKING NOISE WHEN DRIVING OVER BUMPS OR TURNING, AND OR A LOOSE FOLDING COVER DEPENDING ON THE VEHICLE. COMPLETE SA270A DECORATIVE COVER LUBRICATION, WEATHERSTRIP INSPECTION, & FOLDING COVER INSPECTION. LABOR OF (.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):0624 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 -37.95
TOTAL - MISC -37.95

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

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CUSTOMER NO.	[REDACTED]		ADVISOR	KENNETH FUSSELMAN	0630	TAG NO.	[REDACTED]	INVOICE DATE	04/27/17	INVOICE NO.	[REDACTED]		
[REDACTED] EASTLAKE, OH [REDACTED] [REDACTED] [REDACTED]			LABOR RATE	[REDACTED]	LICENSE NO.	[REDACTED]	MAILEAGE	6,007	COLOR	SNOW WHT PE	STOCK NO.	[REDACTED]	
			YEAR / MAKE / MODEL							DELIVERY DATE	11/10/16	DELIVERY MILES	5
			16/KIA/OPTIMA/SX LIMITED							SELLING DEALER NO.		PRODUCTION DATE	
			VEHICLE I.D. NO.							P.O. NO.		R.O. DATE	
			5 X X G V 4 L 2 O G G [REDACTED]							04/27/17			
RESIDENCE PHONE			BUSINESS PHONE			COMMENTS			MO : [REDACTED]				
[REDACTED]			[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 (440) 953-1000 THANK YOU

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

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BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 06/05/2018

Case Number: [REDACTED]

Customer: [REDACTED]

Business: Kia Motors America

Mfr-Info: 8300 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



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

MO:

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 IN 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

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

MO: [REDACTED]

TOTAL - PARTS 0.00

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX K1C5 JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----

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

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX K1Q5 JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----

REPLACE IN CABIN HEPA FILTER
REPLACED IN CABIN HEPA FILTER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	DSC79-AC000	FILTER-AIR COND	

INTERNAL 0.00

TOTAL - PARTS

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX K1Q5 JOB# 5 TOTAL 0.00

COMMENTS-----

DELETED OPERATION(S)-----

96MIZZYBRAKE YEL - BRAKES

97MIZZYBRAKE 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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CUSTOMER NO.	ADVISOR AMBER JONES	0556	TAG NO.	INVOICE DATE 04/17/18	INVOICE NO.
EASTLAKE, OH	LABOR RATE	LICENSE NO.	MILEAGE 17,371	COLOR SNOW WHT PE	STOCK NO.
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED			DELIVERY DATE 11/10/16	DELIVERY MILES 5
	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 03/29/18
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: [REDACTED]

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONOCO-PHILLIPS66 SW20 OR SW30 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

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SERVICE HOURS
MONDAY THRU FRIDAY
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SATURDAY
8:00 AM To 4:00 PM

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MAR 26 2018

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

MO:

JOB# 1 CHARGES

LABOR

SEE HISTORY CUSTOMER STATES HEATER AND BLOWER ARE INOP. WHEN THE CUSTOMER ARRIVED HE DID CONFIRM THE BLOWER MOTOR WAS INOP NOT WORKING. CONTACTED TECHNICAL ASSISTANCE CASE PER TECHNICAL ASSISTANCE, TEST DROVE VEHICLE AND MONITORED VOLTAGE ON JP-PIN #6 - VOLTAGE GOOD. CHECKED GROUND AT GEO2 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 PER TECHNICAL ASSISTANCE, TEST DROVE VEHICLE AND MONITORED VOLTAGE ON JP-PIN #6 - VOLTAGE GOOD. CHECKED GROUND AT GEO2 FRAME RAIL CLEANED AND REATTACHED. STILL NO CHANGE. UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME. NO PROBLEM FOUND. DESIGNED.

JOB# 1 TOTALS

TOTALS

CONTROL#
K15596

ACCOUNT NUMBER

K8073

LABOR 46.00

JOB# 1 JOURNAL PREFIX 8115 JOB# 1 TOTAL 46.00

TOTAL LABOR 46.00

TOTAL PARTS 0.00

TOTAL DIELET 0.00

TOTAL S.O.D. 0.00

TOTAL MISC. CHG. 0.00

TOTAL MISC. DTSC 0.00

TOTAL TAX 0.00

TOTAL INVOICE \$ 46.00

APPROVED BY SIGNATURE

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

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

MO:

JOB# 1 CHARGES

LABOR

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

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

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

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 0.00

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONFORMS TO THE SPECIFICATIONS	TOTAL LABOR	0.00
5W20 OR 5W30 DEPENDING ON YOUR VEHICLE'S REQUIREMENTS AS	TOTAL PARTS	0.00
SPECIFIED BY KIA MOTORS. IT IS A CUSTOMER'S RESPONSIBILITY TO	TOTAL SURVEY	0.00
OR EXCEEDS ALL NEW CAR MANUFACTURER'S REQUIREMENTS	TOTAL O.D.O.	0.00
API SERVICE "SN" ILSAC "CF"	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX	0.00

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SCOTT A. WILLIAMS, SERVICE DIRECTOR (440) 953-1000. THANK YOU

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SATURDAY
8:00 AM To 4:00 PM

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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.



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TELEPHONE: (440) 953-1000
www.mentorkia.com



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

Ref

FEB 20 2018

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

JOB# 1 CHARGES

LABOR

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-DS000	FAN & MOTOR ASS.		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL

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

TOTALS

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

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

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TOTAL INVOICE \$ 0.00

SERVICE HOURS

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

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

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

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

MO:

JOB# 1 CHARGES-----

LABOR-----

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

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

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----

LABOR-----

PERFORM KIA EXPRESS TUNING AND OIL CHANGE. REPLACE OIL AND
FILTER. PERFORM MULTI POINT INSPECTION
COMPLETED KIA EXPRESS TUNING OIL CHANGE

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	PKS04	WAX CHANGE KIT	****	****
	1	27513-23001	WAX POLISH PASTE	1.02	1.02
	1	26300-25504	FILTER ASSEMBLY	6.60	6.60
TOTAL - PARTS					7.62

G.O.G. & SUPPLIES-----				
1.0	5W30 ENGINE OIL (TUR)	14.18	/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-----

JOB# 3 CHARGES-----

LABOR-----

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

MISCELLANEOUS SHOP SUPPLIES/
CHARGES ARE AN INTEGRAL PART OF
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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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FITNESS FOR A PARTICULAR PURPOSE,
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FEB 14 2018

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

MO:

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

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

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

JOB# 3 TOTALS

JOB#	CHARGES	TOTAL
3	JOURNAL PREFIX KICS	0.00
3	TOTAL	0.00

LABOR

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#	CHARGES	TOTAL
4	JOURNAL PREFIX KICS	0.00
4	TOTAL	0.00

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

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS SUZUKI MOTOR OIL SW20 OR SW30 DEPENDING ON YOUR VEHICLE'S REQUIREMENTS. IT IS SPECIFIED BY KIA MOTORS. IT IS A SYNTHETIC ENGINE OIL THAT MEETS OR EXCEEDS ALL NEW CAR MANUFACTURER REQUIREMENTS. API SERVICE "SN" ILSAC "GF5"	21.15
TOTAL LABOR	7.62
TOTAL TAX	0.00
TOTAL MISC CHG	14.18
TOTAL MISC DISC	2.12
TOTAL TAX	-8.00
TOTAL TAX	2.59

TOTAL INVOICE \$ 39.66

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

MO: _____

JOB# 1 CHARGES-----

LABOR-----

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

 21.15

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

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# 2 CHARGES-----

LABOR-----

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

JOB# 2 TOTALS-----

LABOR 19.95

JOB# 3 CHARGES-----

LABOR-----

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

JOB# 3 TOTALS-----

LABOR 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.
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 DEALER FOR MATERIALS OR SERVICES
 NOT OTHERWISE INCLUDED IN THE
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 THOSE SUPPLIES WITH A MAXIMUM
 CHARGE OF \$25.00.

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SEP 25 2017

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

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONOCO PHILLIP66 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.D.G...	14.18
TOTAL MISC CHG.	4.11
TOTAL MISC DISC	0.00
TOTAL TAX...	4.69

TOTAL INVOICE \$ 71.70

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SERVICE HOURS

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

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

MO: [REDACTED]

JOB# 1 CHARGES

LABOR

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

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

G.O.G. & SUPPLIES

FREIGHT (PARTS)

TOTAL - GOG

WARRANTY 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

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

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

TIRE ROTATION

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

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

JOB# 4 TOTALS

LABOR 23.95

JOB# 4 JOURNAL PREFIX 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

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 CHARGES ARE AN INTEGRAL PART OF
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AUG 01 2017

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

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

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TOTAL INVOICE \$ 28.19

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

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

MO: [REDACTED]

JOB# 1 CHARGES

LABOR

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

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

CUSTOMER STATES A/C IS NOT BLOWING COLD AIR.
 SCANNED AND FOUND NO 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	
	-1	97701-3V110RU	CORE RETURN	
				TOTAL - PARTS

O.G. & SUPPLIES

	QTY	DESCRIPTION	UNIT PRICE	TOTAL - GOG
1.0	1	REFRIGERANT, OPTON YF		
				TOTAL - GOG

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX KICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

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

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

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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 ANY LIABILITY IN CONNECTION WITH
 THE SALE OF THE VEHICLE OR
 PRODUCT.

MENTOR
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www.mentorkia.com



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

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

G.O.G. & SUPPLIES
1.0 5W20 ENGINE OIL - 4 CYL. @ 10.720 /UNIT
TOTAL - GOG 10.72
10.72
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
1ST-OIL 1st OIL CHANGE - FREE
TOTAL - MISC -37.95
-37.95
JOB# 3 TOTALS-----
LABOR 19.63
PARTS 7.60
G.O.G. 10.72
MISC -37.95

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

THE VEHICLE MAY EXHIBIT A BUZZING NOISE THAT MAY INCREASE IN CONJUNCTION WITH THE HVAC FAN SPEED, POPPING OR CLICKING NOISE WHEN DRIVING OVER BUMPS OR TURNING, AND OR A LOOSE FOLDING COVER DEPENDING ON THE VEHICLE. COMPLETE SA270A DECORATIVE COVER LUBRICATION, WEATHERSTRIP INSPECTION, & FOLDING COVER INSPECTION. LABOR OP 160A46RO (.4)

JOB# 4 TOTALS-----
JOB# 5 CHARGES-----
LABOR-----

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

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
RENTAL RENTAL CAR
TOTAL - MISC WARRANTY 0.00
JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX K1CS JOB# 5 TOTAL 0.00

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

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

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

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

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

TOTALS

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

TOTAL LABOR....	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 (440) 953-1000 THANK YOU

SERVICE HOURS

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

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MENTOR MITSUBISHI-FIAT

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



CUSTOMER NO.	ADVISOR REBECCA BANKS	0738	TAG NO.	INVOICE DATE 11/09/16	INVOICE NO.
MENTOR KIA 9090 MENTOR AVE MENTOR, OH 44060	LABOR RATE	LICENSE NO.	MILEAGE	5	COLOR SNOW WHT PE
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5XXXGV4L20GG			SELLING DEALER NO.	PRODUCTION DATE
NONE	F.T.E. NO. INTERNAL	P.O. NO.	R.O. DATE 11/07/16		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO:

JOB# 1 CHARGES

LABOR

CUSTOMER STATES PERFORM DIAGNOSTIC ON BATTERY. VEHICLE HAD TO BE JUMPED. VEHICLE WOULD NOT SHIFT OUT OF PARK. WINDSHIELD WIPERS ARE NOT WORKING. SUN ROOF CONTROLS ARE NOT WORKING. CHECK HIGH BEAM ASSIST SYSTEM WARNING LIGHT ON. CHECK LDWS LIGHT ON. CHECK ABS SYSTEM LIGHT ON. CHECK SMART CRUISE CONTROL SYSTEM LIGHT ON. 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	INTERNAL
	1	37110-H6A00U	BATTERY		0.00
TOTAL - PARTS					0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX KICS JOB# 1 TOTAL 0.00

TOTALS

THE MOTOR OIL SUPPLIED BY MENTOR KIA IS CONOCO-PHILLIPS 66 5W20 OR 5W30 DEPENDING ON YOUR VEHICLE'S REQUIREMENTS AS SPECIFIED BY KIA MOTORS. IT IS A SYNTHETIC BLEND THAT MEETS OR EXCEEDS ALL NEW CAR MANUFACTURER REQUIREMENTS. API SERVICE "SN" ILSAC "GF5"

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL 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

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
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www.mentorfiat.com



CUSTOMER NO.	ADVISOR DAVID	TAG NO. 0509	INVOICE DATE 04/01/16	INVOICE NO.
MENTOR KIA 9090 MENTOR AVE MENTOR, OH 44060	LABOR RATE	LICENSE NO.	MILEAGE 1	COLOR SNOW WHT PE
	YEAR / MAKE / MODEL 16/KIA/OPTIMA/SX LIMITED			STOCK NO.
	VEHICLE I.D. NO. 5 X X G V 4 L 2 0 G G			DELIVERY DATE
	F.T.E. NO. INTERNAL			DELIVERY MILES
NONE	P.O. NO.		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	R.O. DATE 04/01/16		COMMENTS

JOB# 1 CHARGES

LABOR

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 CATEGORY API "SN" ILSAC "GL5".

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

TOTAL INVOICE \$ 0.00

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

CUSTOMER SIGNATURE

SERVICE HOURS

MONDAY THRU FRIDAY

7:30 AM TO 6:00 PM

SATURDAY

8:00 AM To 4:00 PM

MISCELLANEOUS SHOP SUPPLIES/
CHARGES ARE AN INTEGRAL PART OF
THE REPAIR OF YOUR MOTOR VEHICLE.
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DEALER FOR MATERIALS OR SERVICES
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WITH THE SALE OF THE VEHICLE OR
PRODUCT.

**MENTOR
MITSUBISHI - FIAT - KIA**

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

To Whom this may Concern,

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

[REDACTED]
6/4/18

NATIONWIDE ARBITRATIONS & INSPECTIONS

8027 West McNab Road
954-724-1888

Tamarac, FL
or our Web site

www.autoinspections.net

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

Staff Contact & Extension #:	Todd Eikenberry, ext. 241	Fax:	954-933-7384
------------------------------	---------------------------	------	--------------

Customer:	
-----------	--

Address:		Eastlake, OH	
----------	--	--------------	--

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

Alternate Phone - Contact Information:	
--	--

Vehicle Location:	Same as above.
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Status Information

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

Vehicle Information

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

Reminders to Technical Expert:

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

IMPORTANT:

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

Technical Inspection Request

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

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

Questions

Technical Expert's Biography

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

Areas of Certification

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

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

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



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: 5XXGV4L20G[REDACTED]

Mileage: 17,000

Status: Open

Year: 2016

Model: OPTIMA SX LIMITED 4CYL AUTO

Priority: Standard

Severity: Low

Call Source: Phone - English

Owner: 1-C8X1P

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: OH051

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 working 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): OH051
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 states
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: JSPARLING@KIAUSA.COM

Cc: traviswidener@kiaconsumeraffairs.com

Title: NO ACTION REQUIRED - Case Escalation:OH051, [REDACTED] [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 OH051 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 OH051

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 like 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 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 complete 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] - [REDACTED]

Hi Todd,

I reviewed Ms. [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 [mailto:te.kenberry@council.bbb.org]

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 Ms. [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 talks 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

3033 Wilson Blvd., Ste. 600

Arlington, VA 22201-3843

p: 800-955-5100 x241

p: 727-479-1281

f: 703-247-9700

te.kenberry@council.bbb.org

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]

Ms. [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 [mailto:te.kenberry@council.bbb.org]

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 BBB's position on this.
- 3) I am still hoping to explain Kia's position in detail with the customer and see if she might still be open to an FTS.
- 4) If we do go 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
1000 OAK CREEK DR
LOMBARD IL 60148

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 800.334.2406.

Sincerely,

Todd Eikenberry at Extension 241

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



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 1.703.247.9700.

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: _____

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 • Arlington, VA • 22201 • Phone 800.955.5100 • Fax: 703.247.9700



BBB AUTO LINE

July 11, 2018

[REDACTED]
EASTLAKE OH [REDACTED]

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

Dear Ms [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 800.955.5100. You may also fax the signed form to me at 703.247.9700.

Sincerely,

Todd Eikenberry at Extension 241

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 • Arlington, VA • 22201 • Phone 800.955.5100 • Fax: 703.247.9700



Reasons for Decision

Submitted Date: 07/09/18

VIN: 5XXGV4L20GG

Customer: Ms - 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 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.]

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.] 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.] 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.] 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.] 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.] 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.] The dealer removed the blower, checked for burning smell, found no smell or problems. The vehicle was out of service 14 days.

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

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

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

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

Question 2

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

HVAC blower motor: 8

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

Question 3

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

51

Question 4

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

n/a

Question 5

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

20,157

CASE:
Arbitrator: Frances S Bulloff

Customer: Ms
Date: 07/09/18



REPURCHASE DECISION

Submitted Date: 07/09/18

VIN: 5XXGV4L20GG

Customer: Hearing Date: 06/13/18

Arbitrator: Frances S Bulloff

Question 1

Vehicle (Year, Make, Model):

2016 Kia Optima

Question 2

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

a Under the lemon law

- OR -

b Not under the lemon law

x

Question 3

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

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

20, 157 miles at date of hearing

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

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

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

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

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

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

CASE: [REDACTED]
Arbitrator: Frances S Bulloff

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

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] - VRS# [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: HMF95809

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

SELECTED Lease: [REDACTED]

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