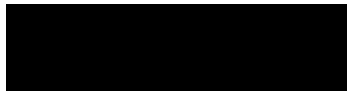


PE19-004
KIA
6/28/2019
DEFECT B
CA FILES

SPORTAGE





Rimkus Consulting Group, Inc.

Austin, TX

Telephone

Facsimile

Certificate of Authorization No.

Certification Expiration Date September 30, 2018

THE ORIGINAL OF THIS REPORT, SIGNED AND SEALED BY THE PROFESSIONAL WHOSE NAME APPEARS ON THIS PAGE, IS RETAINED IN THE FILES OF RIMKUS CONSULTING GROUP, INC.

Report of Findings

HART VEHICLE FIRE ORIGIN AND CAUSE

Adjustment Firm No:

Claim No:

RCG File No:

Prepared For:

BEST CLAIMS SERVICE

SAN ANTONIO, TX

Attention:

Nicholas J. Olson, IAAI-CFI
Fire Consultant

November 10, 2017

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• Analysis	
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Section I

INTRODUCTION

On May 23, 2017 a fire occurred involving a 2017 Kia Sportage, VIN KNDPM3AC1[REDACTED]. The fire caused damage to the vehicle, rendering it inoperable. No injuries or fatalities were reported.

Rimkus Consulting Group, Inc. was retained to conduct an investigation into the origin and cause of the fire. The investigation was assigned to and completed by Mr. Nicholas Olson, IAAI-CFI. Engineering support was provided by Mr. K. Derek Longeway, P.E. A technical review of this report was completed by Mr. Bryan L. Skelly, IAAI-CFI; South Central Region Fire Manager.

This report was prepared for the exclusive use of Best Claims Service and was not intended for any other purpose. Our report was based on the information available to us at this time, as described in the **Basis of Report**. Should additional information become available, we reserve the right to determine the impact, if any, the new information may have on our opinions and conclusions and to revise our opinions and conclusions if necessary and warranted.

Section II

CONCLUSIONS

1. The fire originated within the engine compartment of the involved vehicle. The specific area of fire origin was located at the rear of the engine, near the exhaust manifold. This was the single area of fire origin identified.
2. The fire occurred when engine oil was ignited by the hot surfaces of the exhaust manifold and catalytic converter.
3. Engine oil escaped through the open, oil fill neck located on the engine valve cover.
4. The oil fill cap was not properly replaced during the oil change service that occurred immediately prior to the fire.
5. No evidence was identified to support an alternative ignition scenario.
6. The fire was the direct result of the oil change service work completed by World Car Kia North in San Antonio, Texas.

Section III

DISCUSSION

The involved vehicle was a 2017 Kia Sportage four door SUV and was identified by VIN KNDPM3AC1[REDACTED] (Photographs 1-3). The vehicle was equipped with a 2.4 liter, four cylinder engine and an automatic transmission. The vehicle was in a factory stock condition with no obvious alterations. No obvious pre-fire damage was observed or reported. The vehicles mileage at the time of the fire was approximately 4,170.

The vehicle is owned by the insured, [REDACTED]. [REDACTED] was interviewed during our investigation and reported the following information:

- Purchased vehicle from World Car Kia North in San Antonio, Texas.
- Vehicle was purchased new in December 2016.
- Vehicle had no known problems and had no service work completed since it was new.
- Vehicle was regularly driven for personal use.
- The vehicle was not modified or altered in any way.
- The vehicle had not been involved in any accidents.
- On the date of the fire, the first oil change was completed at World Car Kia North in San Antonio.
- Immediately following the oil change, the vehicle was driven on Interstate 35.
- The vehicle was operating normally following the oil change. No mechanical or electrical problems were reported.
- While driving in New Braunfels TX, smoke was noticed coming from the engine compartment.
- Exited the interstate and stopped the vehicle in 2700 block of the northbound Interstate 35 service road.

- Flames were first observed coming from under the hood, near the base of the windshield.
- The vehicle had been driven approximately 22 miles between the oil change and the fire.

The fire occurred in the 2700 block of the northbound Interstate 35 service road in New Braunfels, Texas. The New Braunfels Fire Department (NBFD) responded to the incident and extinguished the fire. Following fire suppression and overhaul, the vehicle was towed from the fire scene. A copy of the NBFD incident report was reviewed and is contained within our file. The vehicle was eventually taken to the Insurance Auto Auction facility in San Antonio, Texas where it remains in secure storage. No alterations to the vehicle occurred between the fire and our inspections. The vehicle was stored outside and was exposed to the elements; however this exposure had no adverse effect on our investigation.

On June 14, 2017 an initial inspection of the vehicle was completed. This inspection was non-destructive and no alterations to the vehicle occurred. A second inspection of the vehicle was completed on October 11, 2017 and was attended by representatives of World Car Kia North. This inspection included the removal and examination of vehicle components. Several artifacts, along with the engine oil and filter, were collected from the vehicle and are being preserved as evidence in this matter. A detailed list of the retained evidence is contained within our file. The attendance record, evidence lists and other documentation are also available upon request. Following inspections of the involved vehicle, an exemplar vehicle was also inspected and photographed for reference and comparison.

Analysis

Following inspection of the involved vehicle, it was determined the fire originated within the engine compartment (**Photograph 4**). Based on observable fire patterns, it was determined the specific area of fire origin was located at the rear of the engine, near the

exhaust manifold. This was the single area of fire origin identified. The observable fire patterns were consistent with the statements provided by [REDACTED]

Based on the remaining physical evidence, it was determined the fire occurred when engine oil was ignited by the hot surfaces of the exhaust manifold and catalytic converter (**Photograph 5**). Engine oil escaped through the open oil fill neck located on the engine valve cover (**Photograph 6**). The engine oil level was low and oil residue was observed on the engine and the underside of the vehicle (**Photographs 7-8**). The heaviest deposits of oil were located closest to the oil fill neck. The only source of an oil leak was identified as the open, fill neck. The plastic fill neck was melted in towards the center and was open to the valve train (**Photographs 9-10**). The remains of an oil cap were unable to be located. Based on the remaining physical evidence, it was concluded the oil fill cap was not properly replaced during the oil change service that occurred immediately prior to the fire. The fire was the direct result of the oil change service completed by World Car Kia North.

No evidence was identified to support an alternative ignition scenario. No mechanical failures were identified. Electrical activity observed in light gauge wiring located along the engine compartment side of the bulkhead was determined to be the result of thermal attack from the fire (**Photograph 12**). Undamaged views of the engine in the exemplar vehicle are seen in **photographs 13-14**.

Section IV

BASIS OF REPORT

1. Physical inspections of the vehicle by Mr. Nicholas Olson, IAAI-CFI on June 14 and October 11, 2017.
2. Telephone interview of the insured, [REDACTED]
3. Consultation with Mr. K. Derek Longeway, P.E. with Firenze Engineering.
4. Review of vehicle information. (www.vinlink.com) (www.alldata.com)
5. Inspection of an exemplar vehicle of the same year, make and model equipped with the same engine.
6. While performing our investigation we employed the methodology of fire investigation using a systematic approach as recommended in the current edition of National Fire Protection Association 921- "Guide for Fire & Explosion Investigations".

Section V
ATTACHMENTS

A. Photographs

B. CV

Section V
ATTACHMENT A

Photographs

Photographs taken during our inspection, which were not included in this report, were retained in our files and are available to you upon request.

Photograph 1

Involved vehicle, 2017 Kia Sportage, VIN KNDPM3AC1[REDACTED]



Photograph 2

Interior of involved vehicle.



November 10, 2017

RCG File No [REDACTED]

Photograph 3

Involved vehicle, overview of fire damage.



Photograph 4

Overview of engine compartment; red ellipse denotes area of fire origin.



Photograph 5

Exhaust manifold and catalytic converter; pink zip ties denote electrical arcing near area of fire origin.



Photograph 6

Oil fill neck; passenger side of engine valve cover.



Photograph 7

Low oil level on engine dipstick.



Photograph 8

Oil residue (tan material) on engine valve cover.



Photograph 9

Oil residue on exhaust muffler beneath vehicle.



Photograph 10

Oil fill neck; open to valve train.



Photograph 11

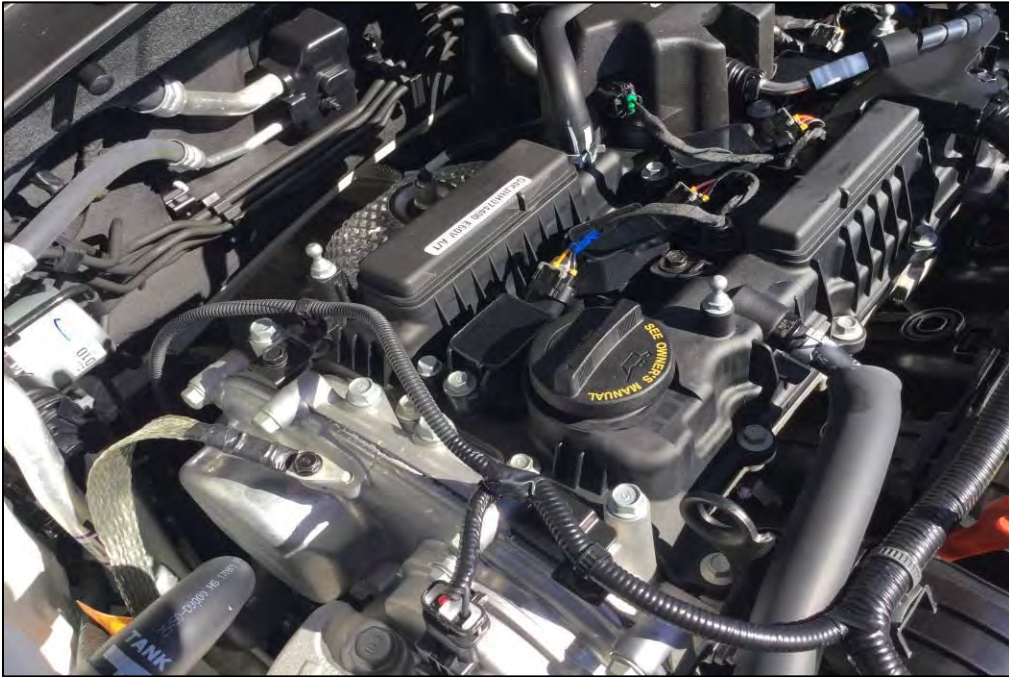
Underside of oil fill neck removed from engine, note melted plastic into center of fill neck.



Photograph 12

Pink zip ties denote electrical activity located in wiring harness along bulkhead.





Section V
ATTACHMENT B

CV



**NICHOLAS J. OLSON, AAS, IAAI-CFI, NAFI-CFEI
FIRE CONSULTANT**

Mr. Olson is a Certified Fire Investigator (CFI) by the International Association of Arson Investigators and a Certified Fire and Explosion Investigator (CFEI) by the National Association of Fire Investigators (NAFI). Additionally, he holds active certifications in Texas as a Fire Investigator, Police Officer, Firefighter, Fire Inspector, and Paramedic. He obtained his Texas Master Peace Officer certificate in 2010 and continues to serve his community as an officer, firefighter, and paramedic. In 2002, Mr. Olson graduated with his Associates Degree in Criminal Justice from Temple College in Temple, TX; however, he continues his pursuit of education through extensive continuing education and professional development training.

Mr. Olson has extensive experience in both the fire service and law enforcement with over 11 years as a full time, public safety professional. As a fire investigator, Mr. Olson's experience includes determining the origin and cause of fires in residential and commercial structures, vehicles, and outdoor land areas; in addition, he was responsible for evidence collection, storage and maintaining chain of custody documentation for all municipal arson cases. Mr. Olson has experience in all facets of investigational procedures and has successful convictions in arson cases. Through his work, he has experience with fire fatality scenes and developed positive working relationships with local, state, and federal authorities.

Mr. Olson continues to serve as an instructor in law enforcement and emergency medical services. He is an adjunct instructor with Temple College in the Criminal Justice department and EMS Professions department.

EDUCATION AND PROFESSIONAL ASSOCIATIONS

IAAI – CFI (Certified Fire Investigator) (Certificate Number [REDACTED])
NAFI – CFEI (Certified Fire and Explosion Investigator) (Registration Number [REDACTED])
Temple College - Associates of Applied Science, Criminal Justice - 2002
Texas Master Peace Officer Certificate
Texas Law Enforcement Instructor
Texas Firefighter Certificate
Texas Fire Investigator Certificate
Texas Fire Inspector Certificate
Texas Paramedic Certificate
National Association of Fire Investigators - member
Texas Municipal Police Association - member

EMPLOYMENT HISTORY

2008- Present	Rimkus Consulting Group, Inc.
2005 – 2011	City of Belton, Texas - Firefighter/Paramedic
2001-2004	City of Belton, Texas - Police Officer
2001, 2006-Present	City of Robison, Texas - Police Officer

DETAILED PROFESSIONAL EXPERIENCE:

RIMKUS CONSULTING GROUP, INC.

2008- PRESENT

Fire Consultant

Timely investigation of fire losses of various types including determining the cause and origin of fires in industrial, commercial, residential facilities and in all types of transportation-related vehicles; evaluate fire protection systems. Assist in investigations involving the development of cases not fire related; identify, document, and articulate subrogation potential and avenues of loss mitigation; technical correction of conclusions, and adherence to industry standards.

CITY OF BELTON

2005-2011

2001- 2004

Firefighter- Paramedic, Investigator, Inspector

Duties included fire suppression, emergency medical service, rescue operations, arson investigations, fire inspections, and various daily station duties.

Police Officer

Duties included patrol, traffic enforcement, accident investigations, preliminary criminal investigations, public service and preparation of reports. Courtroom testimony and other duties as needed.

CITY OF ROBINSON

2001, 2006-Present

Police Officer

Duties included patrol, traffic enforcement, accident investigations, preliminary criminal investigations, public service and preparation of reports. Courtroom testimony and other duties as needed.



SERVING ALL OF TEXAS

HOME OFFICE: [REDACTED]
DRIPPING SPRINGS, TX [REDACTED]

OFFICE: [REDACTED]
FAX: [REDACTED]

E-MAIL: claims@bestclaimsservice.com

www.bestclaimsservice.com

Jay Kelsey, CGA, Managing Member

November 10, 2017

Ms. Dominique Walker
Claims Department
Hochheim Prairie Insurance
[REDACTED]
Yoakum, TX [REDACTED]

RE: CLAIM NO: [REDACTED]
INSURED: [REDACTED]
D/L: 5/23/17
CLAIMS 01OTC: [REDACTED]
BCS FILE NO: [REDACTED]

Dear Ms. Dominique Walker:

This status report follows our status report of 10/16/17 in regards to the above referenced claim.

CLAIMS:

01 OTC - [REDACTED]

INSURED VEHICLE

2017 Kia Sportage
VIN: KNDPM3AC1 [REDACTED]
Lien Holder: Kia Motor Finance Co.

C&O APPRAISAL AND PHOTOS

The C&O inspector, Mr. Nicholas Olsen's report was uploaded to the portal. It was confirmed that the fire loss occurred because of the negligence of the oil change at KIA Legend Dealership.

SALVAGE:

[REDACTED]

Ms. Dominique Walker
November 10, 2017
Page 2

IAAI Stock # [REDACTED]

RECOMMENDATIONS:

1. We recommend submitting subrogation demand to include all expenses associated with this loss as gross negligence on the part of KIA Legend Dealership.
2. Our next report will follow within 30 days.

Sincerely,

BEST CLAIMS SERVICE, LLC

A. Eileen Notzon Luna

By: _____
A. Eileen Notzon Luna, CGA

[REDACTED]
eluna@bestclaimsservice.com

- Fax Transmission

To: flemongello@prosightspecialty.com

From: A Eileen Notzon Luna

Fax: [REDACTED]

Date: 8/23/2017

RE: Your claim # [REDACTED] Our claim # [REDACTED]

Pages: 3

Comments:

ATTN: [REDACTED]

A. Eileen Notzon Luna, CGA

Best Claims Service, LLC

[REDACTED]
San Antonio, TX [REDACTED]

[REDACTED] phone

[REDACTED] fax

CONFIDENTIALITY NOTICE: This Email is covered by the Electronic Communications Privacy Act, 18 U.S.C. 2510 - 2521 and is legally privileged. This message may be an attorney-client communication and/or work product and as such is privileged and confidential. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, use, dissemination, forwarding, printing, copying, disclosure or distribution by persons other than the intended recipient(s) is prohibited and may be unlawful. You must delete this message and any copy(s) without disclosing it.

**SERVING ALL OF TEXAS**HOME OFFICE: [REDACTED]
DRIPPING SPRINGS, TX [REDACTED]OFFICE: [REDACTED]
FAX: [REDACTED]E-MAIL: claims@bestclaimsservice.comwww.bestclaimsservice.com

Jay Kelsey, CGA, Managing Member

August 23, 2017

KIA

ATTN: Ryan Ristow
[REDACTED]

Irvine, CA [REDACTED]

Sent via Fax to [REDACTED] and email [REDACTED]@kiausa.com

RE: OUR CLIENT: Hochheim Prairie Insurance Company
CLAIM NO.: [REDACTED]
INSURED: [REDACTED]
DATE OF LOSS: 5/23/2017
BCS FILE NO.: [REDACTED]

To Whom It May Concern:

We are independent adjusters assisting Hochheim Prairie Insurance in this matter.

Please direct all responses and future correspondence to our address below or to eluna@bestclaimsservice.com.Best Claims Service LLC
[REDACTED]

San Antonio, TX [REDACTED]

We are investigaling damages to [REDACTED] vehicle (2017 Kia Sportage
VIN: KNDPM3AC1 [REDACTED] from a fire that occurred shortly after an oil
change completed at the service department on 5/23/2017 at Legend KIA in
San Antonio, TX. Please accept this letter as notice of our subrogation claim.

At this time, Nicholas Olson, IAAI=CFI the C&O Fire Consultant hired by
Hochheim Prairie Insurance and Frank Lemongello, the claims specialist the
representative for KIA Legend Dealership are attempting to coordinate an
inspection with their Engineers.

Please contact Mr. Olson at [REDACTED] or [REDACTED]rimkus.com and Mr. Lemongello at [REDACTED] or [REDACTED]prosightspecialty.com to coordinate this inspection.

If you have any questions please contact us at [REDACTED] or [REDACTED]bestclaimsservice.com.

Sincerely,

BEST CLAIMS SERVICE LLC

A. Eileen Notzon Luna, SGA

CC: Ms. Dominique Walker
Claims Department
Hochheim Prairie Insurance
[REDACTED]
Yoakum, TX [REDACTED]

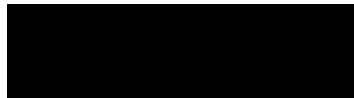
CC: Nicholas Olson

CC: Frank Lemongello



PE19-004
KIA
6/28/2019
DEFECT B
CA FILES

SPORTAGE











CARFAX® Vehicle History Report™
 An independent company established in 1986

US \$39.99

Vehicle Information:
2017 KIA SPORTAGE LX
 VIN: KNDPM3AC8[REDACTED]
 4 DOOR WAGON/SPORT UTILITY
 2.4L I4 MPI DOHC 16V
 GASOLINE
 FRONT WHEEL DRIVE
[Standard Equipment](#) | [Safety Options](#)

CARFAX Report Provided By:
 Kia Motors America
 [REDACTED]
 Irvine, CA

	No accidents reported to CARFAX
	No other damage reported to CARFAX
	CARFAX 1-Owner vehicle
	3 Service history records
	Rental vehicle
	28,676 Last reported odometer reading



This CARFAX Vehicle History Report is based only on [information](#) supplied to CARFAX and available as of 7/26/17 at 12:07:52 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

 Ownership History The number of owners is estimated	
Year purchased	2016
Type of owner	Rental
Estimated length of ownership	11 months
Owned in the following states/provinces	Arizona
Estimated miles driven per year	30,784/yr
Last reported odometer reading	28,676

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

 Additional History Not all accidents / issues are reported to CARFAX	
	 Owner 1 

Total Loss No total loss reported to CARFAX.	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported
Odometer Check No indication of an odometer rol back.	No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	No Issues Reported
Manufacturer Recall No open recalls reported to CARFAX.	No Recalls Reported

**Detailed History**[Glossary](#)

Owner 1		Date:	Mileage:	Source:	Comments:
Purchased:	2016	06/16/2016	10	Arizona Motor Vehicle Dept. Phoenix, AZ Title [REDACTED]	Title or registration issued First owner reported Titled or registered as rental vehicle
Type:	Rental				
Where:	Arizona				
Est. miles/year:	30,784/yr				
Est. length owned:	6/16/16 - 5/22/17 (11 months)	08/31/2016	9,846	Service Facility	Maintenance inspection completed Brakes checked Fluids checked Oil and filter changed One tire balanced One tire mounted Tire condition and pressure checked Tire(s) balanced Tire(s) replaced Tires rotated
		01/09/2017	16,797	Arizona Firestone Gilbert, AZ [REDACTED]	Oil and filter changed
		02/22/2017	23,550	Arizona Firestone Gilbert, AZ [REDACTED]	Oil and filter changed
		05/22/2017	28,676	Fleet/Lease Company	Vehicle sold
		05/23/2017		Dealer Inventory	Vehicle offered for sale

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

**Glossary**[View Full Glossary](#)**First Owner**

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

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico.

Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Rental

Vehicle was registered by a rental agency.

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

7/26/17 12:07:52 PM (EDT)





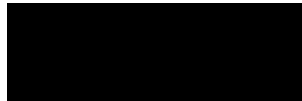






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KIA
6/28/2019
DEFECT B
CA FILES

SPORTAGE



[REDACTED]

#

[REDACTED]

FAX TO:

[REDACTED]



Statement Date September 30, 2017

ACCOUNT INFORMATION**Account Number**

Vehicle Description 2017 KIA SPORTAGE

VIN Number KNDPRCA65H

Loan Term 60 Months

Maturity Date June 20, 2021

Payoff Summary

Payoff Amount \$23,187.39

Payoff Good Through October 20, 2017

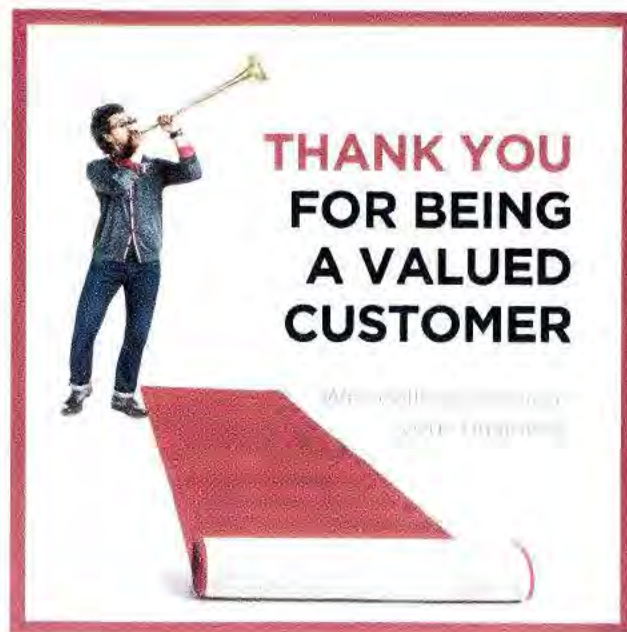
*See reverse for additional payoff information.

PAYMENT DETAIL**PAYMENT DUE DATE** October 20, 2017

Regular Payment Amount \$533.40

YOUR TOTAL AMOUNT DUE \$533.40**ACTIVITY SINCE LAST STATEMENT**

Date	Description	Amount
09/19/2017	Payment Received - Thank You!	\$533.40
	# of payments made	15
	# of payments remaining	45

Manage your account online at KMFUSA.com**Customer Service: 1-866-331-5632**

Automated response 24 hours, 7 days a week

Representatives available Mon-Fri from 8am-9pm EST

For Payment Only

Kia Motors Finance

PO Box

Dallas, TX

See reverse for important information concerning your account.

Please make check payable to Kia Motors Finance. Kindly return this coupon and write your account number on the payment.



Kia Motors America, Inc.
Corporate Headquarters

Irvine, CA [REDACTED] USA
T [REDACTED] F [REDACTED]

January 5, 2018

Margaret Penski
[REDACTED]

Middle Island, NY [REDACTED]

RE: Goodwill for [REDACTED]

Dear [REDACTED]

Our goal at Kia is to provide you with a level of customer service unmatched in the industry. Thank you for taking the time to share your experience with your 2017 Kia Sportage with us.

Kia Motors America, Inc. extends goodwill assistance to our customers in certain situations. Because we value you as a Kia customer, we would like to provide the enclosed check in the amount of \$1,600.20 in consideration of any inconvenience you experienced.

Thank you again for contacting us and allowing us the opportunity to be of assistance. We wish you many years of driving pleasure with Kia products. Thank you for your continued support.

Sincerely,

[REDACTED]
Melissa Diaz
Kia Motors America
National Consumer Affairs



BACK!

Keep this document to show to the police and courts.



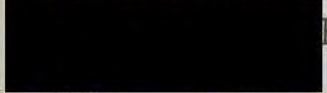
MV-639CR (1/15)

NEW YORK STATE REGISTRATION DOCUMENT



2017 KIA

NONTRANSFERABLE



KNDPRCA65

OCT 21 2017

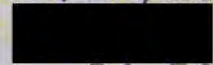
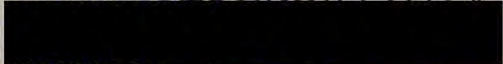
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Fuel/Cyl

WEB WEBCDA

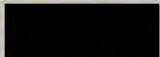
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DONAHUEPENSKI, M. V.



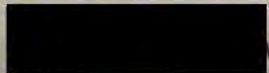
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MIDDLE ISLAND NY



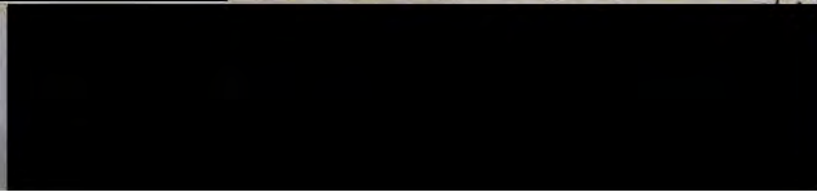
ANNUAL CHG

AMT PAID (INCL ADD CHG)



VOID IF ALTERED EXCEPT FOR ADDRESS

3.00



CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

ACCOUNTING

GENERATION KIA

MARGARET V DONAHUE PENSKI

DUPLICATE 1

Bohemia, NY [REDACTED]

MIDDLE ISLAND, NY [REDACTED]

PAGE 1

Direct: [REDACTED]

Fax: [REDACTED]

www.GenerationKia.com

HOME [REDACTED]

CONT [REDACTED]

** PRE-INVOICE **

BUS: [REDACTED]

CELL [REDACTED]

SERVICE ADVISOR: [REDACTED]

JAMES GULLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	17	KIA SPORTAGE	KNDPRCA65 [REDACTED]	[REDACTED]	29323/29323	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN16 DE			17:00 30JUL17		189.95	CASH	28AUG17

R.O. OPENED	READY	OPTIONS:	SOLD-STK: [REDACTED]	DLR:NY105 1) KIA-F, INV
08:47 13JUL17	14:47 28AUG17	16120 2) PREMIER MAINTENANCE 3) 24/24	[REDACTED]	STANDARD
INTERVAL 4		[REDACTED]		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CUST STATES VEH IS SMOKING AND CHECK ENGINE LIGHT IS ON? CK AND

ADVISE

CAUSE: ENGINE REPLACEMENT AS PER TECH CASE [REDACTED]

TECH REPLACED ENGINE AS PER KIA TECH CASE# [REDACTED]

NOURSE, DAVE LIC#: [REDACTED]

WRK

7.80

908.70 908.70

REMAN SUB

ENGINE

0 3358.35 3252.21 3252.21

TRANS

COOLER FLUSH

0 10.85 10.49 10.49

KIA

ANTIFREEZE/COOLA

0 24.95 24.69 24.69

5 SYN FULL/SYNETHIC

0 5.25 5.25 26.25

FC:

PART#: [REDACTED]

COUNT: 1

CLAIM TYPE:

AUTH CODE:

TPARTS

TLABOR

TECH HAD TO ADD 4 1/2 QUARTS OF OIL TO ENGINE UPON INSPECTION-

ENGINE RUNS WITH DEAD MISFIRE- SCAN ENGINE PCM FOUND CODES [REDACTED]

[REDACTED] AND [REDACTED] CYLINDERS 1,2,3,4 PRESSURES TOO

HIGH. P001400 EXHAUST CAMSHAFT TIMING OVER ADVANCED. REMOVED ALL SPARK

PLUGS AND PERFORM LEAK DOWN ON ALL CYLINDERS. 1,2 AND 4 ARE AT 5%LEAK

DOWN AND #3 IS AT 96% LEAK DOWN- VEH LEAKING AIR AT OIL FILTERS- REMOVE

OXYGEN SENSOR=NO LEAK FOUND SENSOR=NO LEAK AT INTAKE- LOOKED AT TOP OF

PISTON WITH BORE SCOPE- NO DAMAGE CAN BE SEEN TO TOP OF PISTON- PLUG IS

WET FOR #3 CYLINDER. ADD OIL TO #3 CYLINDER- NO CHANGE IN READINGS-

INSTALLED LONG BLOCK ASSY -CLEARED CODES AND TESTY DROVE-ALL OK

AFTER ENGINE REPLACEMENT

B PERFORM MULTIPOINT/WALK AROUND INSPECTION ON VEHICLE AT NO OBLIGATION

TO CUSTOMER

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLA MER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

ACCOUNTING

GENERATION KIA

4825 Sunrise Hwy. Bohemia, NY 11716
Direct: (888) 223-9503
Fax: (631) 883-4361
www.GenerationKia.com

MIDDLE ISLAND, NY

DUPLICATE 1
PAGE 2

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

** PRE-INVOICE **

SERVICE ADVISOR: [REDACTED] JAMES GULLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	17	KIA SPORTAGE	KNDPRCA65 [REDACTED]	[REDACTED]	29323/29323	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN16 DE			17:00 30JUL17		189.95	CASH	28AUG17

R.O. OPENED	READY	OPTIONS:	SOLD-STK: [REDACTED]	DLR [REDACTED]	1) KIA-F, INV
08:47 13JUL17	14:47 28AUG17	16120	2) PREMIER MAINTENANCE	3) 24/24 3750	STANDARD
		INTERVAL	4) APMP-01-48579		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

MPI PERFORM MULTIPOINT/WALK AROUND INSPECTION ON
VEHICLE AT NO OBLIGATION TO CUSTOMER

[REDACTED] NOURSE, DAVE LIC#: [REDACTED]											
ISPK				0.00	0	0				0.00	0.00

C NO CHARGE LOANER VEHICLE. CUSTOMER UNDERSTANDS TO RETURN VEHICLE WHEN
WORK PERFORMED IS COMPLETE. CUSTOMER TO REPLENISH FUEL LEVEL
BACK TO LEVEL WHEN RECEIVED

CAUSE: LOANER

LOANER NO CHARGE LOANER VEHICLE. CUSTOMER
UNDERSTANDS TO RETURN VEHICLE WHEN WORK
PERFORMED IS COMPLETE. CUSTOMER TO REPLENISH
FUEL LEVEL BACK TO LEVEL WHEN RECEIVED

[REDACTED] NOURSE, DAVE LIC#: [REDACTED]											
WPK				0.00	0	0				0.00	0.00

				0		0	TPARTS				
				0		0	TLABOR				

Thank you for choosing our Service Department
We truly appreciate your business. If we did
not meet or exceed your expectations please
contact John Digiovanni - Service Manager at
631.569.5700 We look forward in seeing you
for your future service needs.
FACILITY # 7110061

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]		24960		[REDACTED]	328739	203680	
[REDACTED]		1625		[REDACTED]	0	0	
[REDACTED]		*****		[REDACTED]	0	*****	

COST, SALE, & COMP TOTALS [REDACTED] 0

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		CUSTOMER SIGNATURE		LABOR AMOUNT	0.00
				PARTS AMOUNT	0.00
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
				MISC. CHARGES	0.00
				TOTAL CHARGES	0.00
				LESS INSURANCE	0.00
				SALES TAX	0.00
				PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

UNIT#

ACCOUNTING

GENERATION KIA

Bohemia, NY

Direct:

Fax:

www.GenerationKia.com

MIDDLE ISLAND, NY

PAGE 1

HOME

CONT

** PRE-INVOICE **

BUS:

CELI

SERVICE ADVISOR:

LUANN MCBRIDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	17	KIA SPORTAGE	KNDPRCA65		3089/3092	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN16 DE			WAIT 05AUG16		119.95	CASH	05AUG16

R.O. OPENED	READY	OPTIONS:	SOLD-STK	DLR:NY105	1) KIA-F, INV
09:51 05AUG16	12:45 05AUG16	16120	2) PREMIER MAINTENANCE	3) 24/24	3750 STANDARD
		INTERVAL	4) APMP-01-48579		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A C/S PERFORM RECALL # BHVAC UPDATE

CAUSE: PERFORMED OPEN RECALL

C/S PERFORM RECALL # UPDATE

WPK 0.30 0 3402 34.02 34.02

0 0 TPARTS

0 3402 TLABOR

B CUSTOMER STATES TO PERFORM OIL AND FILTER SERVICE AS PER SERVICE

CONTRACT

CAUSE: NORMAL MAINTENANCE

KCPIW CUSTOMER STATES TO PERFORM OIL AND FILTER

SERVICE AS PER SERVICE CONTRACT

WEXT 0.30 450 700 7.00 7.00

1 FILTER

ASSY-ENGINE O 395 600 0 6.00 6.00 6.00

5 BULK OIL 690 1000 0 2.00 2.00 10.00

1 GASKET-OIL

PLUG 60 100 0 1.00 1.00 1.00

1145 1700 TPARTS

450 700 TLABOR

C PERFORM MULTIPOINT/WALK AROUND INSPECTION ON VEHICLE AT NO OBLIGATION

TO CUSTOMER

MPI DEFAULT

ISPK 0.00 0 0 0.00 0.00

D CUSTOMER HAS SOP TO INSTALL NEW ROOF RAILS

MISC ROOF RAILS

0.50 750 5998 59.98 59.98

1 CROSSBARS 0 235.00 235.00 235.00

INSTALL NEW ROOF RAILS DUE TO WOULD NOT TIGHTEN

E COMPLIMENTARY CAR WASH

WASH COMPLIMENTARY CAR WASH

ISPK 0.00 0 0 0.00 0.00

03S WASH 0 700 7.00 7.00

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

ACCOUNTING

GENERATION KIA

Bohemia, NY [REDACTED]
Direct: [REDACTED]
Fax: [REDACTED]
www.GenerationKia.com

MIDDLE ISLAND, NY [REDACTED]

PAGE 2

HOME: [REDACTED] CONT: [REDACTED] ** PRE-INVOICE **
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: [REDACTED]

LUANN MCBRIDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	17	KIA SPORTAGE	KNDPRCA65		3089/3092		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN16 DD			WAIT 05AUG16		119.95	CASH	05AUG16

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: SOLD-STK [REDACTED] DLR: [REDACTED] 1) KIA-F, INV
09:51 05AUG16 12:45 05AUG16 [REDACTED] 2) PREMIER MAINTENANCE 3) 24/24 3750 STANDARD
INTERVAL 4) APMP-01-48579

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

CREATED	2016-07-26	09:43:00AM	Thank you for choosing our Service Department								
TAKEN BY	CHRISTIN E HILTON		We truly appreciate your business. If we did								

not meet or exceed your expectations please
call Michael Casey our Service Manager.
We value your opinion and look forward to
serving you again.

FACILITY NUMBER [REDACTED]

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	3402	0		[REDACTED]	700	450	
	700	455			1000	690	
	5998	750			23500	16500	
	700	0			3402	*****	
	2400	*****			700	*****	
	29498	*****					

COST, SALE, & COMP TOTALS

0

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

TEMPORARY CERTIFICATE OF REGISTRATION

This certificate is not valid unless there is a corresponding NYS registration sticker affixed to the windshield.

VIN: KNDPRCA	EXPIRATION OF TEMPORARY REGISTRATION 10/31/2017	DATE ISSUED: 10/21/2017
PLATE: [REDACTED]	TRANSACTION # 0826284	MAKE: KIA
CLASS: PAS		COLOR: GY
		YEAR: 2017

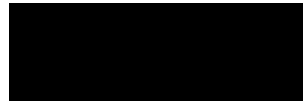
Failure to display BOTH the NYS registration sticker on the windshield AND this Temporary Certificate of Registration may result in the issuance of a traffic or parking ticket.

DIRECTIONS

1. Do not remove the registration windshield sticker currently on your vehicle until you receive your new sticker in the mail.
2. Fold this paper on the dotted line and place it on your dashboard under your registration sticker making sure that your temporary certificate and your vehicle identification number (VIN) are visible.
3. Failure to display BOTH the NYS registration sticker on the windshield AND this Temporary Certificate of Registration may result in the issuance of a traffic or parking ticket.
4. If you do not receive the permanent registration sticker that replaces this temporary document by the expiration date, please call or visit DMV at www.dmv.ny.gov, or visit your local motor vehicles office.

PE19-004
KIA
6/28/2019
DEFECT B
CA FILES

SPORTAGE



CA Case #: [REDACTED]

Model Year: 2017

Customer's Name(s): [REDACTED]

Model: SPORTAGE

QL

Case Type: CUSTOMER

VIN: KNDPRCA68 [REDACTED]

Prev. GW/VRS: N/A

Warranty Start Date: 4/10/2016

Dealer Code: [REDACTED]

Mos. In Service: 24

Dealer Name: Ron Tonkin Kia

State: OR

DPSM: Neal Ferdig

Sales Type: KAPR

Dist: [REDACTED]

USED VEHICLE INFORMATION:

USED Date of Purchase
(or N/A): N/AUSED Mileage
at Purchase (or N/A): N/ACPO
(Yes/No or N/A): N/AMos. of USED Ownership
(or N/A): N/A

Notes:

Last Modified By:

Crowell, Casey

OR LL Info: 24/24 if purch after 9/21/09 - 3 attempts (& still exist) / 30+ days - 1 attempt + final for safety defect - Written Notice to Mfr - 12 mth following 24/24, title branding, lessee = YES								
Servicing Dealer Code	[REDACTED]	[REDACTED]	[REDACTED]					
RO Numbe	[REDACTED]	[REDACTED]	[REDACTED]					
RO In Date	6/11/2016	11/30/2017	1/26/2018					
RO Out Date	6/11/2016	12/30/2017	1/27/2018					
Days Out of Svc	1	31	2					34
Mileage In	1,285	11,773	12,148					
Mileage Out	1,285	11,803	12,148					
Miles Driven	0	30	0					30
Towed In? (Yes/No)	N	N	N					
Days Rental Provided	0	6	2					8
TL Case Number (or N/A)	[REDACTED]	[REDACTED] 11/30/17 [REDACTED] -11/30/17	NA					
FTS Involved? (Yes/No)	N	N	NO					2
Service Alert Opened? (Yes/No)	N	N	NO					2
Stated Concerns:								
1	Maintenance		SA305--COVER INSPECTION AND MOTOR PLUG REPLACEMENT SA238- CONTROL UNIT LOGIC UPDATE SA309A- ECV & EVAP TEMP SENSOR REPLACEMENT					
2	SC / SA							
3	CUSTOMER STATES SCRATCH ON LEFT FRONT HEADLIGHT	INSTALLED SOP PART LEFT FRONT HEADLIGHT						1
4	DRIVING DOWN 205 WHEN THE CHECK ENGINE LIGHT STARTED FLASHING. VEHICLE DIED, AND NOW WHEN TRYING TO START SOUNDS FUNNY (2) OIL LEAK		R&R LONG BLOCK ENGINE ASSEMBLY AND GASKETS. FOUND DTC'S P030000, P030200, P030300,P039800, P03AF00, P03B900, P03A500	REPLACE TURBO GASKET FOUND LEAK FROM TUBE OIL FEED.				2
5								
6								
7								
8								
9								
10								
	NOTE:	RO FOUND IN AS400						1
Totals		1	1	1				4

* Related Repair

CND Could Not Duplicate
CP Customer Pay (Non-Wty Repair)
NRM No Repair MadeNVO Normal Vehicle Operation
SC Service Campaign
SOP Special Order Part

MOTOR VEHICLE PURCHASE AGREEMENT

TODAY'S
DATE 04/10/2016

PURCHASER'S NAME		RES	STOCK NO.
ADDRESS		BUS	
CITY	STATE	ZIP	
WASHOUGAL	WA		

The undersigned (herein called Purchaser, whether one or more) hereby agrees to purchase from Dealer subject to the terms and conditions hereof, the following described property.

NEW OR USED	YEAR	# CYL.	MAKE	BODY TYPE	MODEL	VEHICLE IDENTIFICATION NUMBER
NEW	2017	4	KIA			KNDPRCA68
COLOR	MILEAGE		LICENSE	SPORTAGE	SALES REPRESENTATIVE	
BLACK	11				BRONSON BARLOW	

DEPOSITS TAKEN ON VEHICLE ORDERS ARE NON-REFUNDABLE EARNEST MONIES

LOCALLY ADDED ACCESSORIES CARRY THEIR OWN WARRANTIES SEPARATE FROM THOSE OF MANUFACTURER.

OTHER ACCESSORIES:

ALL SALES/LEASES FINAL OAC.

NO FREE WORK OR EQUIPMENT PROMISED OR IMPLIED.

THE NEW VEHICLE MANUFACTURER IS NOT A PARTY TO THE FOLLOWING EXTENDED SERVICE CONTRACT WHICH YOU HAVE PURCHASED:

IMPORTANT WARRANTY INFORMATION

Unless Dealer furnishes Purchaser with a separate written warranty or service contract made by Dealer on its own behalf, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ON ALL GOODS AND SERVICES SOLD BY DEALER. ALL USED VEHICLES ARE SOLD AS IS. Any warranty on any new vehicle or used vehicle still subject to a Manufacturer's warranty is that made by the Manufacturer only. All warranties, if any, by Manufacturers and suppliers are theirs, not Dealer's, and only the Manufacturers and suppliers shall be liable for performance under such warranties.

LIMITATION OF DAMAGES. PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY DAMAGES FOR LOSS TO PROPERTY OR PERSONS OR DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, LOSS OF INCOME, OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES.

SPECIAL CONDITIONS

Purchaser agrees to obtain physical damage and liability insurance on the Vehicle. Delivery of the Vehicle to Purchaser is subject to credit approval by a financial institution of Dealer's choice (Lender). If approved by Lender, Purchaser will immediately return the Vehicle to Lender.

PURCHASER

**DESCRIPTION OF FIRST TRADE-IN
(DESCRIBED SECOND TRADE-IN AT RIGHT)**

YEAR	MAKE	BODY TYPE	MODEL
------	------	-----------	-------

VEHICLE IDENTIFICATION NO.

I/We hereby certify that the trade-in vehicle(s) described above and to the right has not sustained any damage in excess of \$500. I/We further certify that I/we will provide to Dealer good, clear and unbranded title to trade-in vehicle(s) described above and to the right. Purchaser agrees to pay any lost title replacement fees.

PURCHASER X

I, _____ (Seller),
state that the odometer of the vehicle
described above (First Trade) now reads _____ (NO TENTHS) MILES

Oregon law and administrative rules permit the Dealer to act as a DMV agent and to complete and process the ownership and registration forms required by DMV. This is not a government fee or a fee required by law. In the event of a cash sale, Purchaser has the option to complete the DMV paperwork on their own by declining the dealer-provided service and processing fee, except any Trip Permit fees.

ACCEPTS X _____ (INITIAL) DECLINES X _____ (INITIAL)

USED VEHICLE SALES ONLY. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the Contract of Sale. Purchaser acknowledges receipt of "BUYERS GUIDE."

PURCHASER X

SERVICE PROTECTION WAIVER

Purchaser acknowledges that Dealer has offered to sell to Purchaser extended service protection but that Purchaser has elected not to purchase that protection. Instead, Purchaser will purchase Vehicle AS IS. Except for the Manufacturer's warranty, if any, Purchaser will assume the entire cost of all necessary servicing or repair, AND PURCHASER WAIVES ALL RIGHTS TO THE EXTENDED SERVICE PROTECTION OFFERED, IF ANY.

PURCHASER X

**SOLD AS IS AS EQUIPPED AT THE TIME
OF SALE UNLESS NOTED OTHERWISE.**

1. Cash Sale Price	\$	32995.00
A. License/Registration Fee	\$	169.00 N/A
B. Title Fee / CVR Fee	\$	30.00/ N/A
C. Title & Registration Processing Fee	\$	115.00
D. Service Contract Fee	\$	1835.00
E. AFT MKT/TAX	\$	3952.13
Total Charges (1 + 1A through 1E)	\$	39096.13

2. Downpayment:	\$ CASH	5000.00	REBATE	500.00
A. Cash Downpayment	\$	5500.00		

B. Trade In: Value	\$	N/A
Less		
Owing \$	N/A	Net \$ N/A
Total Down (A + B + C)	\$	5500.00

3. Unpaid balance of cash		
sale price (1 minus 2)	\$	33596.13
To be paid		

**DESCRIPTION OF SECOND TRADE-IN
(DESCRIBED FIRST TRADE-IN AT LEFT)**

YEAR	MAKE	BODY TYPE	MODEL
------	------	-----------	-------

VEHICLE IDENTIFICATION NO.

PURCHASER ASSUMES RESPONSIBILITY FOR ANY DIFFERENCES IN PAYOFF IN EXCESS OF ON VEHICLES BEING TRADED IN AND AGREES TO PAY THE DIFFERENCE IN CASH ON DEMAND. N/A

PURCHASER X

I, _____ (Seller),
state that the odometer of
described above (Second Trade) now reads _____ (NO TENTHS) MILES

PURCHASER X

CO-PURCHASER

MANAGER X

The front and back of this agreement comprise the entire agreement pertaining to the purchase and no other agreement of any kind, verbal understanding or promise whatsoever except a written conditional sale. I have read the matter printed on the back of this order.

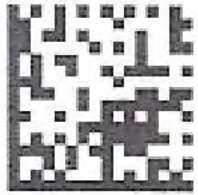
PURCHASER X

CO-PURCHASER X

Vehicle Report of Sale

The seller must release interest in the vehicle by signing the Vehicle Certificate of Title below and giving it to the buyer. The seller must complete this Report of Sale and file it with the Department of Licensing within 21 business days of the sale. File free at dol.wa.gov or at any vehicle licensing office or county auditor for a fee.

License number [REDACTED]	Vehicle identification number (VIN) KNDPRCA68[REDACTED]	Year 2017	Make KIA	Model	Title number [REDACTED]
Name of seller/transferor (current registered owner)			Name of buyer/transferee		
Complete address of seller/transferor			Complete address of buyer/transferee		
City, State, ZIP code			City, State, ZIP code		
Date vehicle sold	Today's date	Sale price	Buyer/Transferee driver license number (if available)		



00420002-043470-01-00000000



Vehicle C [REDACTED]

License Number AZR5742 Vehicle Identification Number (VIN) KNDPRCA68[REDACTED] 2017 KIA UT SPORTAGE
Date of Application 05/04/2016 Odometer Miles 0000011 Odometer Status A Fuel Type G
Scale Weight 03997 Gross Vehicle Weight Rating Code 000001 Vehicle Color BLACK
Comments [REDACTED] Prior Title State Prior Title Number
Brands

Sale price \$ _____

Date of sale _____

Legal Owner: To release interest, sign below and give this title to the registered owner/transferee or to a vehicle licensing office with the proper fee within 10 days of satisfaction of the security interest, or you may be liable to the owner/transferee for penalties.
Buyer: You must apply for title within 15 calendar days of acquiring the vehicle to avoid a penalty. Take this signed title to a vehicle/vessel licensing office with the appropriate fees.

Legal Owner

KIA MOTOR FINANCE COMPANY
[REDACTED]
ATLANTA, GA [REDACTED]

Registered Owner

[REDACTED]
WASHOUGAL, WA [REDACTED]

KIA MOTORS FINANCE

X [Signature] 9-12-16
Signature of first legal owner releases all interest in the vehicle described above. If signing for a business, include business name, signature, and title. Date

X
Signature of second legal owner releases all interest in the vehicle described above. If signing for a business, include business name, signature, and title. Date

I certify that the records of the Department of Licensing show the persons named hereon as registered owners and legal owners of the vehicle described.

X
Signature of registered owner releases all interest in the vehicle described above. If signing for a business, include business name, signature and title. Date

X
Signature of registered owner releases all interest in the vehicle described above. If signing for a business, include business name, signature, and title. Date

Pat Kohler
Director, Department of Licensing



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

April 27, 2018

[REDACTED]
Washougal, WA [REDACTED]

Dear [REDACTED]

Our goal at Kia is to provide you with a level of customer service unmatched in the industry. Thank you for taking the time to share your experience with their 2017 Kia Sportage with us.

Kia Motors America, Inc. extends goodwill assistance to our customers in certain situations. Because we value you as a Kia customer, we would like to provide the enclosed check in consideration of any inconvenience you may have encountered.

Thank you again for contacting us and allowing us the opportunity to be of assistance. We wish you many years of driving pleasure with Kia products. Thank you for your continued support.

Sincerely,

Casey Crowell
Kia Motors America, Inc.
Consumer Affairs
Phone: [REDACTED]
Fax: ([REDACTED])
Email: CCrowell@Kiausa.com
[REDACTED]



CUSTOMER #:

Dick Hannah KIA

ACCOUNTING

Vancouver, WA
P.O. Box Vancouver, WA
Phone: Fax:
www.dickhannahkia.com

PAGE 1

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT	TAG
	17	KIA SPORTAGE		KNDPRCA68			11773/11803	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS			18:00 30NOV17			0.00	CASH	30DEC17
01JAN17 DD								

R.O. OPENED	READY	OPTIONS:	DLR
07:28 30NOV17	14:45 30DEC17		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A Perform The "MPI" (Kia Multi-Point Inspection)

Perform The "MPI" (Kia Multi-Point Inspection)

SPG 0.00 0.00 0 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B I agree to being contacted at any cell phone or email provided. I

give my consent to be contacted via any means,

TEXT I agree to being contacted at any cell phone

or email provided. I give my consent to be contacted via any means,

7502 ISPG 0.00 0.00 0 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C Recall Inspect

RI Recall Inspect

ISPG 0.00 0.00 0 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D Driving Down 205 when the check engine light started flashing.

Vehicle died, and now when trying to start sounds funny.

CAUSE:

ENGINE SUB ASSY (LONG BLOCK) R&R (THETA)

W 0.00 6.80 16796 75480 754.80 754.80
RNTWAR RENTAL WARRANTY 0 153000 1530.00 1530.00

-2GH00R REMAN SUB

ENGINE 201500 335835 0 3358.35 3358.35 3358.35
CORE CHARGE W 200000 200000 2000.00 2000.00

-2GTA0

GASKET-INTAKE MANIFO 885 1475 0 14.75 14.75 14.75

-2GTA1

GASKET-EXHAUST MANIF 2496 4160 0 41.60 41.60 41.60

-2GH00R CORE

RETURN -200000 -200000 0 3358.35 2000.00 -2000.00

FC:

PART#:

COUNT: 0

204881

341470 TPARTS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

CUSTOMER #:

Dick Hannah KIA

ACCOUNTING

Vancouver, WA

Vancouver, WA

Phone:

Fax:

www.dickhannahkia.com

PAGE 2

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 5625 THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68		11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS			18:00 30NOV17		0.00	CASH	30DEC17	
01JAN17 DD								

R.O. OPENED READY OPTIONS: DLR:WA027

07:28 30NOV17 14:45 30DEC17

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

CLAIM TYPE: W

AUTH CODE:

PARTS: 3414.70 LABOR: 754.80 OTHER: 1530.00 TOTAL LINE D: 5699.50

Confirmed no start. Upon cranking engine, found to have a low compression sounding crank. Pushed vehicle into stall and using KDS, scanned all modules for codes. Found P030000, P030200, P030300, P039B00, P03AF00, P03B900 and P03A500 as pending, history. Removed engine cover and ignition coils to access spark plugs. Removed all 4 spark plugs. Cyl. 1 plug shows signs of fuel contamination, was wet with fuel. Cyl. 2 plug was damaged, the porcelain surrounding the electrode in the combustion chamber broke off and blew out the ground portion of the plug. Cyl. 3 plug has broken ceramic around the electrode and is still on the electrode. Cyl. 4 appears to be fuel contaminated, not wet but black with carbon.

Performed compression test on all cylinders, plugs removed, cranking 5 times each test.

Cyl. 1---135 psi, Cyl. 2---120 psi, Cyl. 3---0 psi, Cyl. 4---160 psi

Performed leakdown test on cylinder 3, have 95% leakage past rings, can hear air coming from dipstick tube.

Techline case

LONG BLOCK AND GASKETS ARE HERE. PULLED IN SHOP

VEHICLES TURBO AND APPLICABLE PARTS DID NOT NEED REPLACEMENT, NO

INTERNAL FAILURE WITHIN THEM DUE TO ENGINE FAILURE. REPLACED LONG BLACK

ENGINE ASSEMBLY AND GASKETS. ROAD TESTED VEHICLE 25 MILES TO VERIFY

REPAIRS. PULLED BACK IN SHOP TO ENSURE NO LEAKS. EVERYTHING OPERATING

AS DESIGNED.

2017 QL HVAC CONTROL UNIT LOGIC UPDATE

CONCERN CODE:

2017 QL HVAC CONTROL UNIT LOGIC

UPDATE

W 0.00 0.30 741 3330 33.30 33.30

0

0 TPARTS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #:

Dick Hannah KIA

ACCOUNTING

Vancouver, WA

Vancouver, WA

Phone: Fax:

www.dickhannahkia.com

PAGE 3

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 5625 THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68			11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS			18:00 30NOV17			0.00	CASH	30DEC17	
01JAN17 DD									

R.O. OPENED READY OPTIONS: DLR:WA027

07:28 30NOV17 14:45 30DEC17

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
PARTS:				0.00							
			LABOR:		33.30						
			OTHER:		0.00						
			TOTAL LINE E:								33.30

COMPLETED 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

E-CVVT COVER INSPECTION AND MOTOR PLUG REPLACEMENT

CONCERN CODE:

E-CVVT COVER INSPECTION AND MOTOR

PLUG REPLACEMENT

W 0.00 0.70 1729 7770 77.70 77.70

0 0 TPARTS

1729 7770 TLABOR

PARTS: 0.00 LABOR: 77.70 OTHER: 0.00 TOTAL LINE F: 77.70

COMPLETED SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

ECV & EVAP TEMP SENSOR REPLACEMENT

CONCERN CODE:

A ECV & EVAP TEMP SENSOR REPLACEMENT

W 0.00 1.00 2470 11100 111.00 111.00

THERMISTOR ASSY-A/C 500 835 0 8.35 8.35 8.35

VALVE-CONTROL 5885 9810 0 98.10 98.10 98.10

6385 10645 TPARTS

2470 11100 TLABOR

PARTS: 106.45 LABOR: 111.00 OTHER: 0.00 TOTAL LINE G: 217.45

COMPLETED ECV & EVAP TEMP SENSOR REPLACEMENT

HAT/TAG: Mileage:11,773

VIN:KNDPRCA68

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/5200	0	0		7/5201	97680	21736	
7/5232	153000	0		7/5002	352115	211266	
7/7054	0	*****		7/1140	602795	*****	

COST, SALE, & COMP TOTALS 0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT
	0.00

CUSTOMER #:

Dick Hannah KIA

WARRANTY

Vancouver, WA
 Vancouver, WA
 Phone: Fax:
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PAGE 1

HOME: CONT:N/A
 BUS: CELL:

SERVICE ADVISOR: THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68			11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS									
01JAN17 DD			18:00 30NOV17			0.00	CASH	30DEC17	
R.O. OPENED		READY		OPTIONS: DLR:WA027					

07:28 30NOV17 14:45 30DEC17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

D Driving Down 205 when the check engine light started flashing
 Vehicle died, and now when trying to start sounds funny.

CAUSE:

ENGINE SUB ASSY (LONG BLOCK) R&R (THETA)							
W 6.80					754.80	754.80	
RNTWAR RENTAL WARRANTY					1530.00	1530.00	1350
-2GH00R REMAN SUB ENGINE				3358.35	3358.35	3358.35	
CORE CHARGE W					2000.00	2000.00	
GASKET-INTAKE MANIFO				14.75	14.75	14.75	
GASKET-EXHAUST MANIF				41.60	41.60	41.60	
OR CORE RETURN				3358.35	2000.00	-2000.00	

FC:

PART#:

COUNT: 0

CLAIM TYPE: W

AUTH CODE:

341470 TPARTS

75480 TLABOR

TECH: ACTUAL HRS.: 0.00 SOLD HRS.: 6.80

SALE-LBR: 754.80 PTS: 3414.70 MSC: 1530.00 LUB: 0.00 SUB: 0.00 TOTAL 5699.50
 COST-LBR: 167.96 PTS: 2048.81 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 2216.77

Confirmed no start. Upon cranking engine, found to have a low compression sounding crank. Pushed vehicle into stall and using KDS, scanned all modules for codes. Found P030000, P030200, P030300, P039B00, P03AF00, P03B900 and P03A500 as pending, history. Removed engine cover and ignition coils to access spark plugs. Removed all 4 spark plugs. Cyl. 1 plug shows signs of fuel contamination, was wet with fuel. Cyl. 2 plug was damaged, the porcelain surrounding the electrode in the combustion chamber broke off and blew out the ground portion of the plug. Cyl. 3 plug has broken ceramic around the electrode and is still on the electrode. Cyl. 4 appears to be fuel

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

CUSTOMER #:

WARRANTY

Dick Hannah KIA

Vancouver, WA

Vancouver, WA

Phone: Fax: www.dickhannahkia.com

PAGE 2

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68			11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS									
01JAN17 DD			18:00 30NOV17			0.00	CASH	30DEC17	

R.O. OPENED READY OPTIONS: DLR

07:28 30NOV17 14:45 30DEC17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

contaminated; not wet but black with carbon.

Performed compression test on all cylinders, plugs removed, cranking 5 times each test.

Cyl. 1---135 psi, Cyl. 2---120 psi, Cyl. 3---0 psi, Cyl. 4---160 psi

Performed leakdown test on cylinder 3, have 95% leakage past rings, can hear air coming from dipstick tube.

Techline case

LONG BLOCK AND GASKETS ARE HERE. PULLED IN SHOP

VEHICLES TURBO AND APPLICABLE PARTS DID NOT NEED REPLACEMENT, NO INTERNAL FAILURE WITHIN THEM DUE TO ENGINE FAILURE. REPLACED LONG BLACK ENGINE ASSEMBLY AND GASKETS. ROAD TESTED VEHICLE 25 MILES TO VERIFY REPAIRS. PULLED BACK IN SHOP TO ENSURE NO LEAKS. EVERYTHING OPERATING AS DESIGNED.

2017 QL HVAC CONTROL UNIT LOGIC UPDATE

CONCERN CODE:

SA238 SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

UPDATE

W 0.30

0

0 TPARTS

33.30

33.30

741

3330 TLABOR

TECH: ACTUAL HRS.: 0.00 SOLD HRS.: 0.30

SALE-LBR: 33.30 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 33.30

COST-LBR: 7.41 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 7.41

COMPLETGED SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

F SA305 E-CVVT COVER INSPECTION AND MOTOR PLUG REPLACEMENT

CONCERN CODE:

SA305 SA305 E-CVVT COVER INSPECTION AND MOTOR PLUG REPLACEMENT

W 0.70

77.70

77.70

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

CUSTOMER SIGNATURE

WARRANTY COPY

CUSTOMER #:

Dick Hannah KIA

WARRANTY

Vancouver, WA

Vancouver, WA

Phone: Fax:

www.dickhannahkia.com

PAGE 3

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 5625 THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT	TAG
	17	KIA SPORTAGE		KNDPRCA68		11773/11803	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS							
01JAN17 DD			18:00 30NOV17		0.00	CASH	30DEC17

R.O. OPENED READY OPTIONS: DLR:WA027

07:28 30NOV17 14:45 30DEC17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				0	0 TPARTS		
				1729	7770 TLABOR		

TECH: ACTUAL HRS.: 0.00 SOLD HRS.: 0.70

SALE-LBR: 77.70 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 77.70
 COST-LBR: 17.29 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 17.29

11773 COMPLETED SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

G SA309A ECV & EVAP TEMP SENSOR REPLACEMENT

CONCERN CODE:

SA309A SA309A ECV & EVAP TEMP SENSOR REPLACEMENT

	W	1.00			111.00	111.00
1		THERMISTOR ASSY-A/C	8.35	8.35	8.35	
1		VALVE-CONTROL	98.10	98.10	98.10	
		6385	10645 TPARTS			
		2470	11100 TLABOR			

TECH: ACTUAL HRS.: 0.00 SOLD HRS.: 1.00

SALE-LBR: 111.00 PTS: 106.45 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 217.45
 COST-LBR: 24.70 PTS: 63.85 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 88.55

COMPLETED SA309A ECV & EVAP TEMP SENSOR REPLACEMENT

HAT/TAG: Mileage: 11,773

VIN: KNDPRCA68

TECH: ACTUAL HRS.: 0.00 SOLD HRS.: 8.8

SALE-LBR: 976.80 PTS: 3521.15 MSC: 1530.00 LUB: 0.00 SUB: 0.00 TOTAL 6027.95
 COST-LBR: 217.36 PTS: 2112.66 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 2330.02

*** NO RO PUNCH TIMES ON FILE ***

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

WARRANTY COPY

CUSTOMER #:

Dick Hannah KIA

WARRANTY

Vancouver, WA 98662

Vancouver, WA

Phone: Fax:

www.dickhannahkia.com

PAGE 4

HOME:	CONT: N/A						
BUS:	CELL:						
SERVICE ADVISOR: THOMAS GEORGE							
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	17	KIA SPORTAGE	KNDPRCA68		11773/11803		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS							
01JAN17 DE			18:00 30NOV17		0.00	CASH	30DEC17
R.O. OPENED		READY		OPTIONS: DLR: WA027			
07:28 30NOV17		14:45 30DEC17					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
	97680	21736		7/5232	153000	0	
	352115	211266		7/1140	602795	*****	

COST, SALE, & COMP TOTALS

DESCRIPTION	TOTALS
LABOR AMOUNT	976.80
PARTS AMOUNT	3521.15
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1530.00
TOTAL CHARGES	6027.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	6027.95

CUSTOMER SIGNATURE



Cyl 1 135 psi
 Cyl 2 120 psi
 Cyl 3 0 psi
 Cyl 4 160 psi

Cyl 1 → 15% leakdown
 Cyl 3 → 95% leakdown, 0 compression, Oil cap/Dipstick

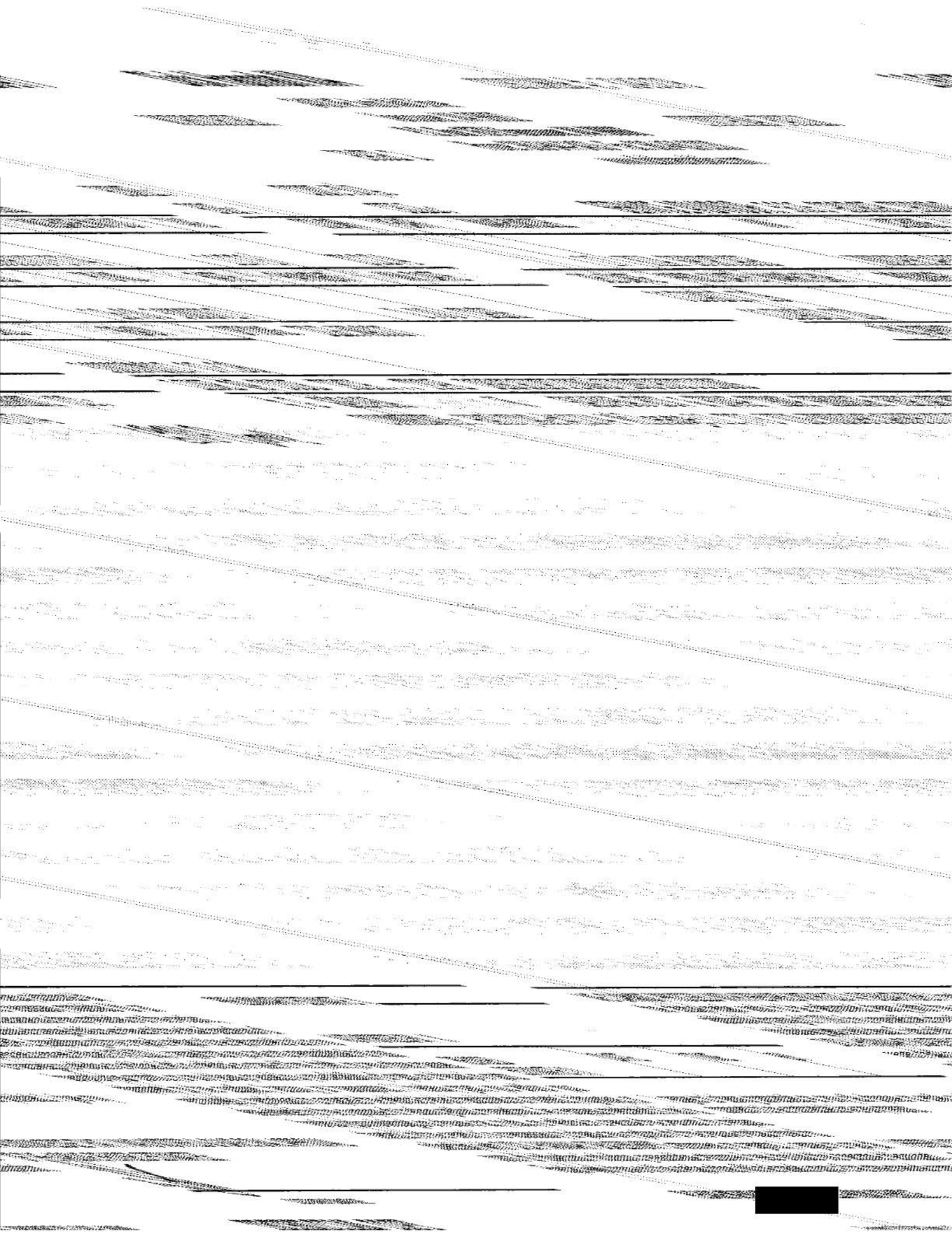
Technline

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
	RR XX	69/84	1.0	SA307A		NOV 30 12:23 ON
	RR XX	69/84	.7	SA305		NOV 30 12:24 ON
	RR XX	69/84	.3	SA238		NOV 30 12:25 ON

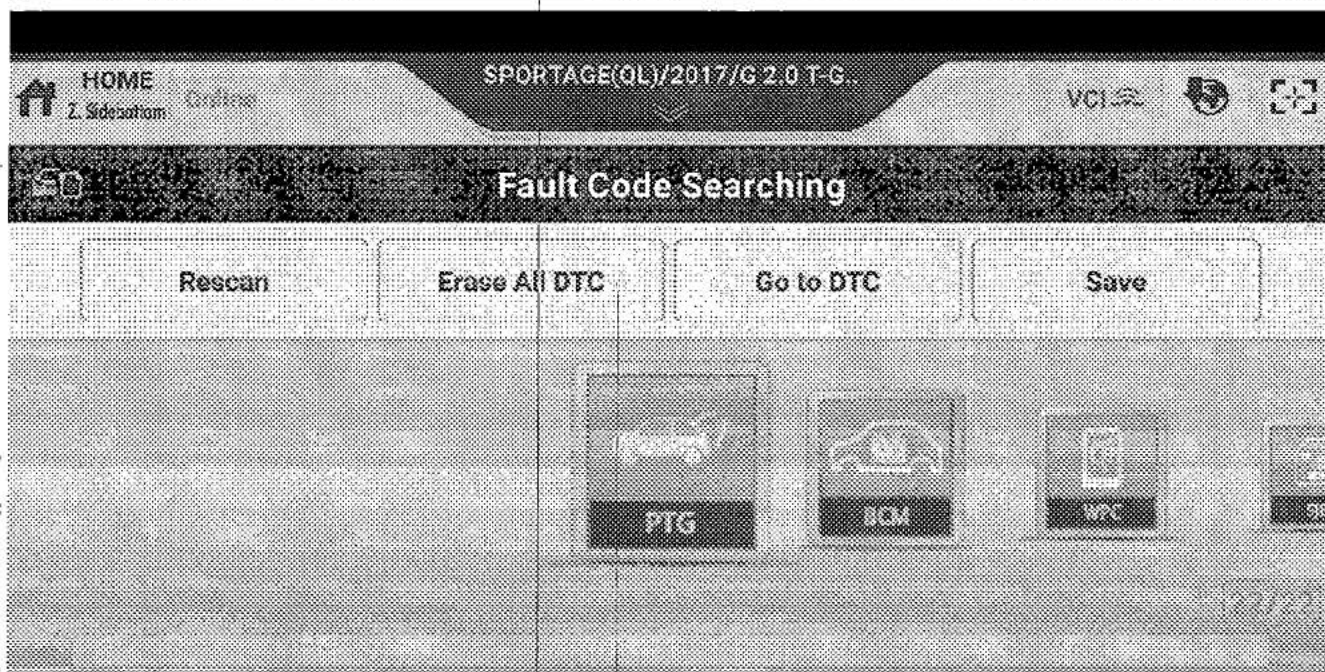
R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
	XX	69/84	3.0	Remove engine	7502	
	XX	69/84	3.8	Installed engine	7502	

PWA

Technline







System	Status	Result
SMK	NO DTC	Good
CLU	NO DTC	Good
SJB	NO DTC	Good
WPC	Communication Fail / Check whether system is installed or not Check the IG key and DLC.	Failed
BCM	NO DTC	Good
PTG	NO DTC	Good

System	DTC	Description	State
ENGINE		Cylinder 3-Misfire detected	History
ENGINE		Cylinder 2-Misfire detected	Pending
ENGINE		Random/Multiple Cylinder Misfire Detected	Pending
ENGINE		Cylinder 1 Pressure Too High	Pending
ENGINE		Cylinder 3 Pressure Too High	Pending
ENGINE		Cylinder 4 Pressure Too High	Pending

S/W Ver.

VCI Ver.

02.08

ECU Ver.

OS Ver.

Android 7.0

ECU Cal. ID

TCU Cal. ID



Engine Core Data/PWA Form

COMPLETE DATA FORM THEN OPEN A TECHLINE WARRANTY AUTHORIZATION CASE

R/O Number:

Dealer Information - Required

Dealer Code and Name:

R/O Date:

Replacement Date:

Dick Hannah Kia

11/30/17

Vin:

KNDPCA68

R/O Dates for Prior Engine Replacements:

Mileage:

11773

Removed Part Number:

Removed Serial Number:

Installed Part Number:

Installed Serial Number:

Service Advisor Section - Required

Repair Type:

☐ Customer Pay ☒ Warranty ☐ OTC ☐ Non-USA

Mileage Since Last Oil Change:

Describe concern in detail:

C/S Driving on freeway, CEL Flashed and vehicle stalled. Will not restart

Occurring for 1 Days

Symptom Occurs: ☒ Consistently ☐ Intermittently ☐ Under Load ☐ Cruise ☐ Deceleration

Coolant Temp: Hot / Cold Vehicle Speed: 0 Engine RPM: 0 Gear: 0

Oil Warning Lamp On? Yes ☒ No ☐ If Yes, How long? _____

Diagnosis Section - Required (Not if engine is locked or has a hole in the block)

KU Technician ID:

Engine is locked

Hole in Engine

Techline Case Number:

List of DTCs if present:

Are there any leaks present? [OIL] [Coolant]

Are there any unusual engine sounds present [Yes] [No] Location, if any: _____

Engine Oil Level..... [No Oil] [Low] [Normal] [Overfilled]

Engine Oil Condition..... [Normal] [Burnt] [Fuel Odor] [Dirty]

Coolant Level..... [No Coolant] [Low] [Normal]

Coolant Condition..... [Normal] [Contaminant Residue] [Rust Present]

Cooling system electrolysis test: _____ mV

Vacuum Reading: _____

Oil Pressure (after warm-up): _____ PSI @ _____ RPM

Compression Test (PSI) Dry / Wet:

#1 _____ / _____ #2 _____ / _____ #3 _____ / _____ #4 _____ / _____ #5 _____ / _____ #6 _____ / _____ #7 _____ / _____ #8 _____ / _____

Compression Test (PSI) Running:

#1 _____ #3 _____ #3 _____ #4 _____ #5 _____ #6 _____ #7 _____ #8 _____

Cylinder Leak-Down (%):

#1 _____ #3 _____ #3 _____ #4 _____ #5 _____ #6 _____ #7 _____ #8 _____

Is there debris or damage to the combustion chamber? [Yes] [No] Is there excessive carbon build-up on the intake valve? [Yes] [No]

FORM MUST BE SIGNED and DATED BY THE SERVICE MANAGER and TECHNICIAN and BE KEPT in the VEHICLE HISTORY FILE

Service Manager Signature: _____

Technician Signature: _____

Date: *11-30-17*

Warranty Coverage

<< Warranty Coverage Validation

Basic Vehicle Information

[Battery Prorating](#)

[Warranty History](#)

[Print](#)

VIN #	KNDPRCA68 [REDACTED]	Year / Model	2017 / QL Sportage (QL)
Serial	[REDACTED]	Model Description	SPORTAGE SX AWD AUTO [REDACTED]
Engine	[REDACTED] 2.0 LITER ENGINE	Color(Ext/Int)	9P-BLACK CHERRY / CBJ-BEIGE
First Name	[REDACTED]	Last Name	[REDACTED]
Mileage Entered	11773	Retail Mileage	11
Production Date	Mar 10, 2016	Sales Type	KAPR KIA APR SUBVENTION
Retail Date	Apr 10, 2016	Key Code	[REDACTED]
Wholesale Date	Apr 09, 2016	Warranty Start Date	Apr 10, 2016
Selling Dealer	OR008 : Ron Tonkin Kia	Branded Title	
Lawsuit	No		
Extended Service Plan	N	Open Campaigns	Yes (See Campaign Info below)
Owner Transfers	N	Repairs in Last 60 Days	N
Sirius Subscription	Expired	Sirius ESN	[REDACTED]
Sirius Activation Date	Apr 10, 2016	Sirius Expiration Date	Jul 09, 2016
PDI Performed	Y		
Remark	- UVO eServices Equipped		

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

Issue Number	Issue Type	Description	Dealer Code	Repair Date	Dealer Type
[REDACTED]	Service Action	2017 QL HVAC CONTROL UNIT LOGIC			
[REDACTED]	Service Action	CVT COVER AND MOTOR PLUG			
[REDACTED]	Service Action	ECV/EVAPORATOR TEMP SENSOR REPLAC			

Basic Warranty Coverage Information

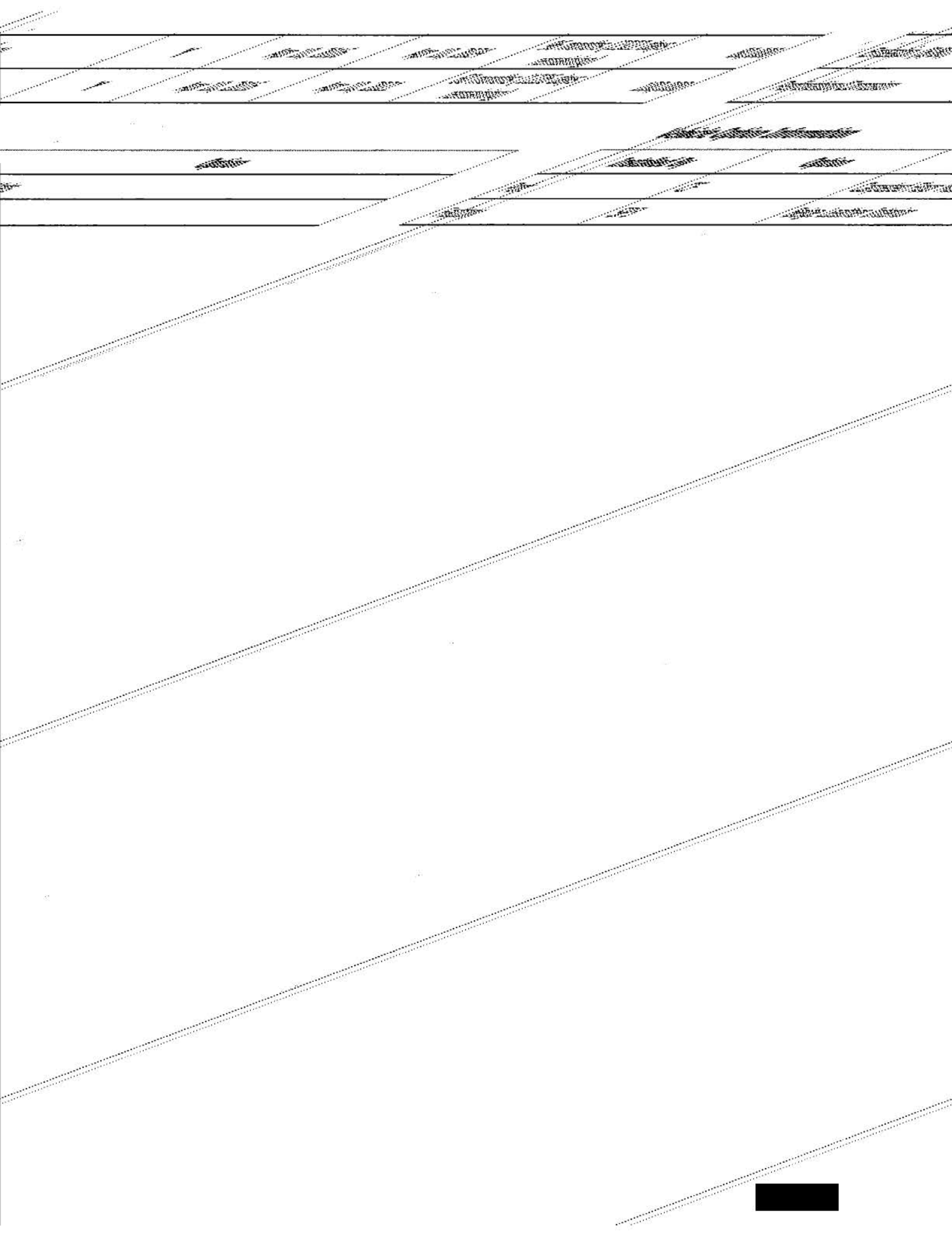
Basic Warranty Coverage	Y	Remark	
Warranty Start Date	Apr 10, 2016	Warranty Expiration	Apr 10, 2021
Warranty Mileages	60,000	Warranty Terms	60 months (1226 days remaining)

Powertrain Coverage Information

Powertrain Coverage	Y	Remark	
Warranty Start Date	Apr 10, 2016	Warranty Expiration	Apr 10, 2026
Warranty Mileage	100,000	Warranty Terms	120 months (3052 days remaining)

Other Coverage Information

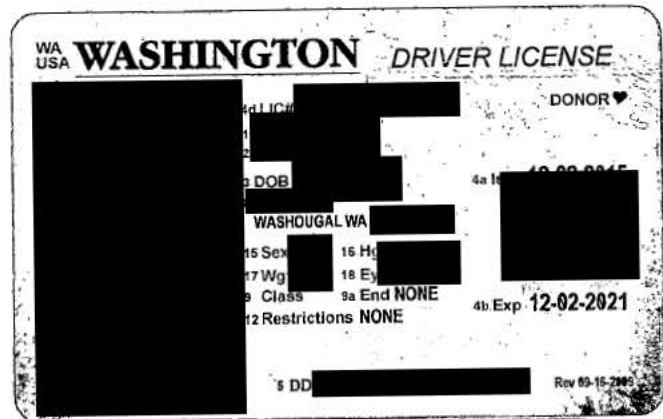
Coverage Type	Available	Start Date	Expiration Date	Warranty Terms	Mileage
Audio/Radio/RSE	Y	Apr 10, 2016	Apr 10, 2019	36 months (495 days remaining)	36,000
Adjustments	N	Apr 10, 2016	Apr 10, 2017	12 months (Expired)	12,000
Paint	Y	Apr 10, 2016	Apr 10, 2019	36 months (495 days remaining)	36,000
Service Part & Acc's				12 months [REDACTED]	12,000



Warranty History

Warranty History

Repair Date	Claim Type	Dealer Code	R.O.#	Version	Repair Labor	Causal Part	Mileage
Jun 1, 2016	W : Mechanical (Normal)			03	Headlamp Assy, R&R, One Side	LAMP ASSY-HEAD,LH	1,285
Apr 1, 2016	I : PDI			01	QLPDI	PDI	6



STATE OF WASHINGTON LIABILITY INSURANCE IDENTIFICATION CARD

INSURED:

Washougal, WA

POLICY NUMBER:

EFFECTIVE DATE: 05/23/2017, 12:01AM

EXPIRATION DATE: 05/23/2018, 12:01AM

YEAR/MAKE/MODEL: 2017 Kia Sportage SX

VIN: KNDPRCA68

HARTFORD INSURER: Hartford Casualty Insurance Company
One Hartford Plaza
Hartford, CT

KEEP THIS CARD IN YOUR VEHICLE AT ALL TIMES. Not valid for more than one year from the effective date. Coverage meets minimum liability required by law.

CLASS: NONE
ENDORSEMENTS:
NONE

RESTRICTIONS:
NONE

Organ Donor

Please notify the Department of Licensing within 10 days of a change of address

Valued Policyholder Since: 2009

IF YOU'RE IN AN ACCIDENT:

1. Call the police and don't leave the scene
2. Exchange information with the other driver(s):
names, insurance companies, license plate numbers
3. Do not try to determine who was at fault
4. Take photos of the accident scene, if safe to do so
5. Call The Hartford right away

TO REPORT A CLAIM:

Call 1-877-805-9918

CUSTOMER SERVICE:

Call 1-800-423-6789

or go to thehartford.com/myaccount

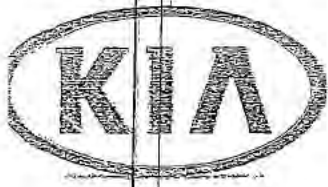
KEEP THIS CARD IN YOUR VEHICLE AT ALL TIMES.

DRA-9800-0 (Ed. 02/16)





CARD
VERIFIED EXP _____



DICK HANNAH KIA
VANCOUVER WA

RENTAL AGREEMENT FOR A TEMPORARY SUBSTITUTE VEHICLE

TO NO	TEA	YEAR/MAKE/MODEL/COLOR
DATE AND TIME	DATE AND TIME	MILES
12/30/17 IN	12/16/17 OUT	12/2/21
DATE DUE IN	DATE DUE IN	DATE DUE IN
12/2/50	12/2/50	12/2/50

CUSTOMER VEHICLE INSURANCE INFORMATION

COMPANY: AARP

EXPIRES: 5/23/18

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR: 17 Kia Sportage

ADDITIONAL DRIVER INFORMATION

ADDITIONAL DRIVER NAME	LICENSE NO.	STATE	BIRTHDATE

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY POLICY NO. EXPIRES

TELEPHONE

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR

FUEL

OUT	IN
F	F
3/4	3/4
1/2	1/2
1/4	1/4
E	E

INITIALS

SHOP NAME

PHONE NUMBER

SHOP CONTACT

VEHICLE MAKE / MODEL

RATES (FUEL NOT INCLUDED)	RENTAL CHARGES
MILES @ \$	
DAILY RENTAL RATE \$ 45	
x 24	
TIME & MILEAGE CHARGES	
TAXABLE FUEL GAL. @ \$	
TAXABLE SUBTOTAL	
TAX @ %	
NON-TAX FUEL GAL. @ \$	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER:	
SUBTOTAL	
TOTAL CHARGE	1080

I understand and agree to not Smoke or have any Pets in this vehicle while in my care. I have inspected this vehicle and it currently does not have odor from smoking, pets or pet hair. I have checked the fuel level and agree to return vehicle with the same fuel level.

Smoke \$75.00 Cleaning Fee

Pet Hair \$150 Cleaning Fee

\$30 Fuel Fee if I do not return vehicle with same amount of fuel.

Vehicle has Pet Hair or Smoke Odor upon return to dealership, I agree to pay the above fees.

I agree to all the terms and conditions of this Agreement, and You acknowledge that You were in an opportunity to read this Agreement before You were asked to sign. You authorize Us to process a credit/debit card voucher in Your name for all charges due under this Agreement. Your signature below is considered made on the applicable credit/debit card voucher.

ALL CHARGES SUBJECT TO FINAL AUDIT.

PAYMENT

CHECK#

CARD VERIFIED EXP

REFUND

CUSTOMER INITIALS

STEP 1 - Check one or both of the boxes that apply



NEW OEM PART



HIGH RENTAL REQUEST (over \$350)

STEP 2 - Attach supporting documentation to the claim

1. Legible copy of the customer "Repair Order"
(Required for New OEM Part and High Rental Requests)
2. Legible copy of all of the "Rental Car Invoices" related to the repair
(Required for High Rental Requests)
3. Legible copy of the "Parts Order Invoice Screen" related to the Part(s) that caused the repair delay
(Required for High Rental Requests)
4. Legible copy of the "Parts Availability Inquiry Screen" related to the Part(s) that caused the repair delay or necessity to use an OEM part
(Required for New OEM Part and High Rental Requests)

Parts Availability Inquiry WebDCS Screenshot to check for Parts Availability

Dealer: [REDACTED] Facing PDC: MEZ AT

Please enter Part Number to search and hit the Enter key Print Screen

Part Number	Part Name	Part Class	Dealer Net	S/Retail	Manual Allocation	Inventory Freeze	Sell Pack Qty	Contact PDC	Hazmat Part	REMAN Part	Factory Ship Qty	Message
[REDACTED]	HEAD UNIT ASSY-AMN	C	3220.00	5332.00	Y	N	1	N	N	Y	1	

Part Number/Super Session	Part Name	PDC LA	PDC AT	PDC EA	PDC CE	PDC DA	PDC OH	PDC CT	PDC RC	Message
[REDACTED]	HEAD UNIT ASSY-AMN	0	0	0	0	0	0	0	2	

Parts Order View WebDCS Screenshot that validates when a part was ordered and received

Parts Order Inquiry

Order	Status
0216028	INVOICED

Order Date	Order Number
Feb 16, 2017	2017022164

Order Type	Order by
S	DAIS

Ship To Address	Ship To Address
MEZ CE	MEZ CE

Dealer Instruction	Order by
MEZ CE	DAIS

Order by	Order by
DAIS	DAIS

Track Number	Track Number
PL70274574	PL70274574

Date Shipped	Date Shipped
Feb 17, 2017	Feb 17, 2017

Invoice Date	Invoice Date
Feb 17, 2017	Feb 17, 2017

Part Number	Part Name
0216028	HEAD UNIT ASSY-AMN

Order	Allocation
3	3

Shipped	Shipped
3	3

BOCnl	Ref
3	3

Adv	Adv
3	3

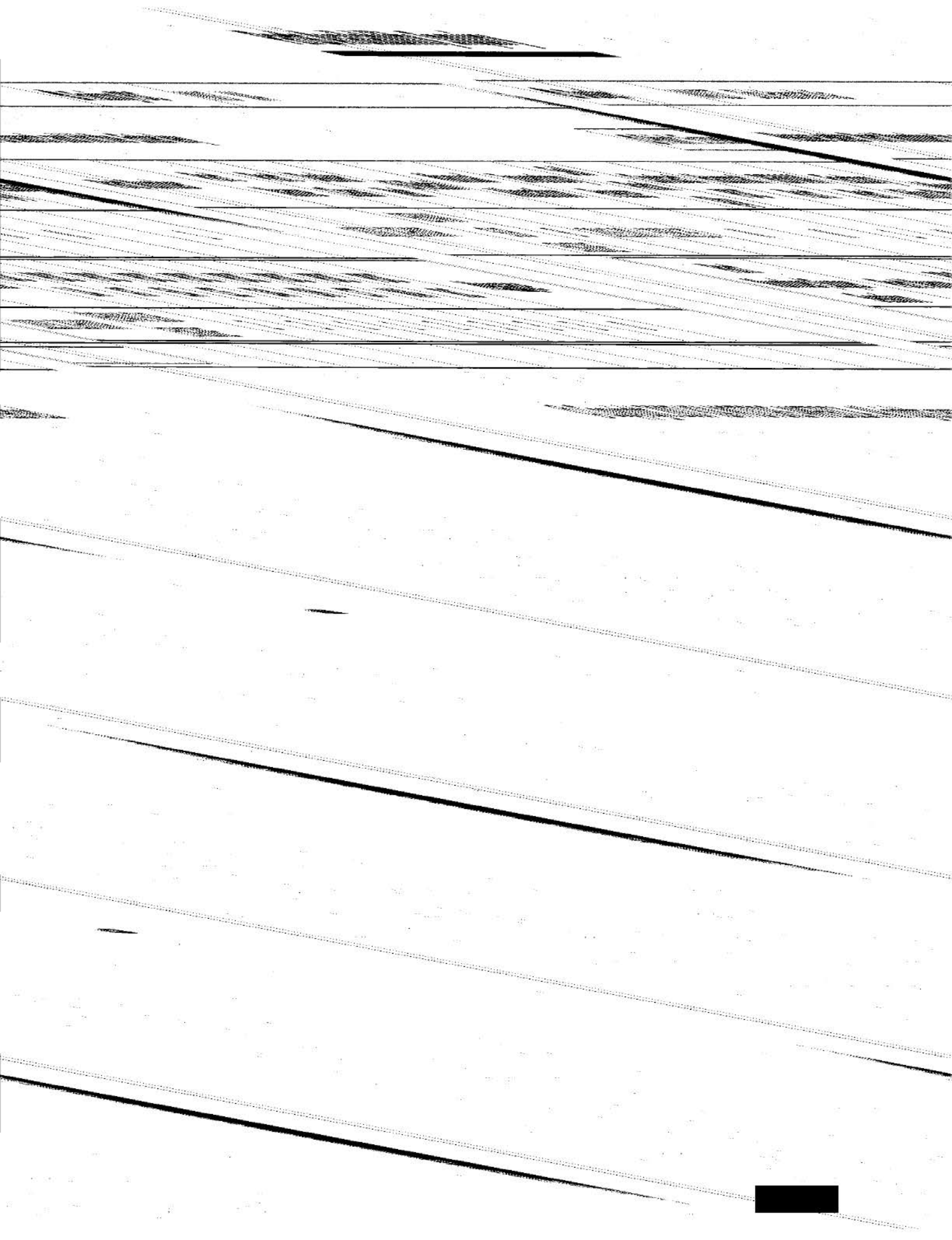
Dealer Location	Dealer Location
BOY	BOY

STEP 3 - Present complete package to your DPSM for approval STEP 4 - After approval attach documents to claim and submit

Approval received from DPSM:

Date:

01-04-2018



Parts Order View

<< Parts Order Inquiry

Jan 04, 2017

Dealer	Dick Hannah Kia	Status	INVOICED
Order		Org	1
Order Date	Nov 30, 2017	Control Number	
Shipment Number		Ship To Address	VANCOUVER, WA
Order Type	S	Entry Method	D
Ship PDC	MW3 WA	PDC Receive Date	Nov 30, 2017
Dealer Instruction		PDC Receive Time	14:34
Order by	DMS	Entered by	VK
Carrier		Date Shipped	Dec 01, 2017
Track Number	VIEW TRACK NUMBER	Number of Boxes	1
Invoice Number		Invoice Date	Dec 01, 2017
		Total Weight	109.0
		Packer	MPA
		Late E	

[Packing List](#) [Print](#)

No	Part Number	Part Name	Order	Allocation	Shipped	BOCnl	Ref	Adv	VIN	Dealer Location
1		HINGE ASSY-FR DR RH	1		1					
2		HINGE ASSY-FR DR RH	1		1					
3		NUT-CASTLE	4		4					
4		FILM-ANTI CHIPPG RH	1		1					
5		REMAN SUB ENGINE	1			1		B		
6		GASKET-ROCKER COVER	1		1					
7		SEAL-OIL	4		4					
8		SCREEN ASSY-OIL	1				1	J		
9		GASKET-OIL SCREEN	1		1					
10		GASKET-INTAKE MANIFO	1		1					
11		GASKET-EXHAUST MANIF	1		1					
12		FRAME-SIDE, OUT., RH	1				1	J		
13		PANEL ASSY-FRONT DOO	1		1					
14		PANEL ASSY-RR DR RH	1		1					
15		HINGE ASSY-RR DR UPR	1		1					
16		HINGE ASSY-RR DR UPR	1		1					
17		CLIP-ROOF SIDE MLDG	7		7					
18		TRANSMITTER ASSY	1		1					

Parts Order View

<< Parts Order Inquiry

Jan 04, 2018

Dealer	[REDACTED] Dick Hannah Kia		Status	INVOICED	
Order	[REDACTED]		Org	0	
Order Date	Dec 13, 2017		Control Number	[REDACTED]	
Shipment Number	[REDACTED]		Ship To Address	[REDACTED] VANCOUVER, WA	
Order Type	E		Entry Method	D	
Ship PDC	MW3 WA		PDC Receive Date	Dec 13, 2017	
Dealer Instruction			PDC Receive Time	14:34	
Order by	DMS		Entered by	VK	
Carrier			Date Shipped	Dec 27, 2017	Number of Boxes 1
Track Number	VIEW TRACK NUMBER		Invoice Date	Dec 27, 2017	Total Weight 353.0
Invoice Number	[REDACTED]		Packer	MPA	Late E

☐ Packing List

☐ Print

No	Part Number	Part Name	Order	Allocation	Shipped	BOCnl	Ref	Adv	VIN	Dealer Location
5	[REDACTED]	REMAN SUB ENGINE	1		1					[REDACTED]



Charge Results

30/11/2017 11:02:59

VIN:

KNUPRCA68

Repair Order #

Kia

Sportage

2017

Amount Charged (g)

551

Amount Recovered (g)

0

Total Refrigerant Added
(g)

551

Vacuum Time (min)

9

Oil Recovered (g)

5

Vacuum Leak Drop (mBar)

0

CUSTOMER #: [REDACTED]

Dick Hannah KIA

WORKORDER

Vancouver, WA

Vancouver, WA

PAGE 1

www.dickhannahkia.com

HOME: CONT:N/A
BUS: CELL: SERVICE ADVISOR: 5625 GEORGE, THOMAS

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68			11773/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS			18:00 30NOV17			0.00	CASH		
01JAN17 DD									
R.O. OPENED		READY		OPTIONS: DLR:WA027					
30NOV2017 07:28									

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

[REDACTED] ISPG Perform The "MPI" (Kia Multi-Point Inspection)

B TEXT ISPG I agree to being contacted at any cell phone or email provided. I give my consent to be contacted via any means,

C RI ISPG Recall Inspect

D REQUEST1 C Driving Down 205 when the check engine light started flashing. Vehicle died, and now when trying to start sounds funny.

E SA238 W SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE | CC:

F SA305 W SA305 E-CVVT COVER INSPECTION AND MOTOR PLUG REPLACEMENT | CC:

WE CANNOT PROCEED WITH REPAIRS WITHOUT A SIGNATURE! I hereby authorize (a) the above repair work to be performed along with the necessary materials (b) an additional charge of (10%) for unspecified miscellaneous shop materials on the repairs, including parts and labor. Such additional charges shall be made at the sole discretion of DICK HANNAH DEALERSHIPS, depending on the type of repair to be performed but in no event shall exceed sixteen dollars (\$16.00). I agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other causes beyond your control, or any delays caused by unavailability of parts or delays in parts shipment by the supplier, factory, or transporter. I hereby grant you and/or your employee's permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck, or vehicle to secure the amount of repairs thereto. In the event it is necessary to place any portion of the above repair order for collection with DICK HANNAH DEALERSHIP'S attorneys or agents, I agree to pay all costs of collection including reasonable attorney fees should this become delinquent. Repair work done on this repair order will be based upon a flat rate manual computation.

PLEASE REMOVE VALUABLES FROM VEHICLE...

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
----------------------	------	------	----

I agree to being contacted at any cell phone or email provided. I give my consent to be contacted via any means.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

WORKORDER

PAGE 2

Dick Hannah KIA

3400 NE Auto Mall Drive

Vancouver, WA 98662

P.O. Box 1679 Vancouver, WA 98668

Phone: 360-944-3433 Fax: 360-450-2230

www.dickhannahkia.com

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 5625 GEORGE, THOMAS

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68			11773/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS									
01JAN17 DD			18:00 30NOV17			0.00	CASH		

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: DLR [REDACTED]

30NOV2017 07:28

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

[REDACTED] W [REDACTED] ECV & EVAP TEMP SENSOR REPLACEMENT | CC:

COMMENTS: HAT/TAG: [REDACTED] Mileage:11,773 VIN:KNDPRCA68 [REDACTED]

WE CANNOT PROCEED WITH REPAIRS WITHOUT A SIGNATURE! I hereby authorize (a) the above repair work to be performed along with the necessary materials (b) an additional charge of (10%) for unspecified miscellaneous shop materials on the repairs, including parts and labor. Such additional charges shall be made at the sole discretion of DICK HANNAH DEALERSHIPS, depending on the type of repair to be performed but in no event shall exceed sixteen dollars (\$16.00). I agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other causes beyond your control, or any delays caused by unavailability of parts or delays in parts shipment by the supplier, factory, or transporter. I hereby grant you and/or your employee's permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck, or vehicle to secure the amount of repairs thereto. In the event it is necessary to place any portion of the above repair order for collection with DICK HANNAH DEALERSHIP'S attorneys or agents, I agree to pay all costs of collection including reasonable attorney fees should this become delinquent. Repair work done on this repair order will be based upon a flat rate manual computation.

PLEASE REMOVE VALUABLES FROM VEHICLE...

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
-------------------------	------	------	----

I agree to being contacted at any cell phone or email provided. I give my consent to be contacted via any means.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE [REDACTED]

CUSTOMER #: [REDACTED]

INVOICE

Dick Hannah
DEALERSHIPS

Dick Hannah KIA

Vancouver, WA [REDACTED]

Vancouver, WA [REDACTED]

Phone: [REDACTED] Fax: [REDACTED]
www.dickhannahkia.com

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR:

THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	17	KIA SPORTAGE	KNDPRCA68		11773/11803		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS			18:00 30NOV17		0.00	CASH	30DEC17
01JAN17 DD							

R.O. OPENED

READY

OPTIONS: DLR:WA027

07:28 30NOV17 14:45 30DEC17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A Perform The "MPI" (Kia Multi-Point Inspection)

[REDACTED] Perform The "MPI" (Kia Multi-Point Inspection)

7502 ISPG

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

B I agree to being contacted at any cell phone or email provided. I

give my consent to be contacted via any means,

TEXT I agree to being contacted at any cell phone

or email provided. I give my consent to be

contacted via any means,

7502 ISPG

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

C Recall Inspect

RI Recall Inspect

7502 ISPG

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

D Driving Down 205 when the check engine light started flashing.

Vehicle died, and now when trying to start sounds funny.

CAUSE: .

ENGINE SUB ASSY (LONG BLOCK) R&R (THETA)

W

RNTWAR RENTAL WARRANTY

1 182S1-2GH00R REMAN SUB ENGINE

CORE CHARGE W

GASKET-INTAKE MANIFO

GASKET-EXHAUST MANIF

CORE RETURN

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

FC:

PART#: [REDACTED]

COUNT: 0

CLAIM TYPE: W

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #: [REDACTED]

INVOICE

Dick Hannah
DEALERSHIPS

Dick Hannah KIA

Vancouver, WA

PAGE 2

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR:

www.dickhannahkia.com
THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68			11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS			18:00 30NOV17			0.00	CASH	30DEC17	
01JAN17 DE									

R.O. OPENED READY OPTIONS: DLR:WA027

07:28 30NOV17 14:45 30DEC17

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

Confirmed no start. Upon cranking engine, found to have a low compression sounding crank. Pushed vehicle into stall and using KDS, scanned all modules for codes. Found P030000, P030200, P030300, P039B00, P03AF00, P03B900 and P03A500 as pending, history. Removed engine cover and ignition coils to access spark plugs. Removed all 4 spark plugs. Cyl. 1 plug shows signs of fuel contamination, was wet with fuel. Cyl. 2 plug was damaged, the porcelain surrounding the electrode in the combustion chamber broke off and blew out the ground portion of the plug. Cyl. 3 plug has broken ceramic around the electrode and is still on the electrode. Cyl. 4 appears to be fuel contaminated, not wet but black with carbon.

Performed compression test on all cylinders, plugs removed, cranking 5 times each test.
Cyl. 1---135 psi, Cyl. 2---120 psi, Cyl. 3---0 psi, Cyl. 4---160 psi
Performed leakdown test on cylinder 3, have 95% leakage past rings, can hear air coming from dipstick tube.

Techline case [REDACTED]

LONG BLOCK AND GASKETS ARE HERE. PULLED IN SHOP

VEHICLES TURBO AND APPLICABLE PARTS DID NOT NEED REPLACEMENT, NO INTERNAL FAILURE WITHIN THEM DUE TO ENGINE FAILURE. REPLACED LONG BLACK ENGINE ASSEMBLY AND GASKETS. ROAD TESTED VEHICLE 25 MILES TO VERIFY REPAIRS. PULLED BACK IN SHOP TO ENSURE NO LEAKS. EVERYTHING OPERATING AS DESIGNED.

2017 QL HVAC CONTROL UNIT LOGIC UPDATE

2017 QL HVAC CONTROL UNIT LOGIC

UPDATE

W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: (N/C) 0.00

COMPLETGED SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #: [REDACTED]

INVOICE

Dick Hannah
DEALERSHIPS

Dick Hannah KIA

Vancouver, WA

PAGE 3

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR:

www.dickhannahkia.com
THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68		11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS			18:00 30NOV17			0.00	CASH	30DEC17
01JAN17 DD								
R.O. OPENED		READY		OPTIONS: DLR				
07:28 30NOV17		14:45 30DEC17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

F SA305 E-CVVT COVER INSPECTION AND MOTOR PLUG REPLACEMENT

E-CVVT COVER INSPECTION AND MOTOR
PLUG REPLACEMENTPARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: (N/C)
0.00

COMPLETED 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

G ECV & EVAP TEMP SENSOR REPLACEMENT

9A ECV & EVAP TEMP SENSOR REPLACEMENT

W

THERMISTOR ASSY-A/C

QK VALVE-CONTROL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: (N/C)
0.00

11773 COMPLETED SA309A ECV & EVAP TEMP SENSOR REPLACEMENT

HAT/TAG: Mileage:11,773

VIN: [REDACTED]

CUSTOMER SIGNATURE	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

Dick Hannah KIA

INTERNAL

Vancouver, WA

PAGE 1

www.dickhannahkia.com

HOME: CONT:N/A
BUS: CELL: SERVICE ADVISOR: 5625 THOMAS GEORGE

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
		17	KIA SPORTAGE		KNDPRCA68			11773/11803		
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. DATE
01JAN17 IS				18:00 30NOV17				0.00	CASH	30DEC17
01JAN17 DD										

R.O. OPENED	READY	OPTIONS:	DLR
07:28 30NOV17	14:45 30DEC17		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A Perform The "MPI" (Kia Multi-Point Inspection)
Perform The "MPI" (Kia Multi-Point Inspection)

7502 ISPG 0.00 0.00 0.00

B I agree to being contacted at any cell phone or email provided. I

give my consent to be contacted via any means,

TEXT I agree to being contacted at any cell phone

or email provided. I give my consent to be

contacted via any means,

7502 ISPG 0.00 0.00 0.00

C Recall Inspect

RI Recall Inspect

7502 ISPG 0.00 0.00 0.00

HAT/TAG: Mileage:11,773

VIN:KNDPRCA68

COST, SALE, & COMP TOTALS 0 0 0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

WARRANTY

Dick Hannah KIA

Vancouver, WA [REDACTED]

www.dickhannahkia.com

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: [REDACTED] THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68			11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS			18:00 30NOV17			0.00	CASH	30DEC17	
01JAN17 DD									

R.O. OPENED	READY	OPTIONS:	DLR [REDACTED]
07:28 30NOV17	14:45 30DEC17		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

D Driving Down [REDACTED] when the check engine light started flashing.

Vehicle died, and now when trying to start sounds funny.

CAUSE:

[REDACTED] ENGINE SUB ASSY (LONG BLOCK) R&R (THETA)			
[REDACTED] W 6.80	754.80	754.80	
RNTWAR RENTAL WARRANTY	1530.00	1530.00	
[REDACTED] REMAN SUB ENGINE	3358.35	3358.35	3358.35
[REDACTED] CORE CHARGE W	2000.00	2000.00	
[REDACTED] -2GTA0 GASKET-INTAKE MANIFO	14.75	14.75	14.75
[REDACTED] -2GTA1 GASKET-EXHAUST MANIF	41.60	41.60	41.60
[REDACTED] -2GH00R CORE RETURN	3358.35	2000.00	-2000.00

FC:

PART#: [REDACTED]

COUNT: 0 [REDACTED] 341470 TPARTS

CLAIM TYPE: W

AUTH CODE:

[REDACTED] 75480 TLABOR

TECH: [REDACTED] ACTUAL HRS.: 0.00 SOLD HRS.: 6.80

SALE-LBR: 754.80 PTS: 3414.70 MSC: 1530.00 LUB: 0.00 SUB: 0.00 TOTAL 5699.50

COST-LBR: 167.96 PTS: 2048.81 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 2216.77

Confirmed no start. Upon cranking engine, found to have a low compression sounding crank. Pushed vehicle into stall and using KDS, scanned all modules for codes. Found P030000, P030200, P030300, P039B00, P03AF00, P03B900 and P03A500 as pending, history. Removed engine cover and ignition coils to access spark plugs. Removed all 4 spark plugs. Cyl. 1 plug shows signs of fuel contamination, was wet with fuel. Cyl. 2 plug was damaged, the porcelain surrounding the electrode in the combustion chamber broke off and blew out the ground portion of the plug. Cyl. 3 plug has broken ceramic around the electrode and is still on the electrode. Cyl. 4 appears to be fuel

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #: [REDACTED]

WARRANTY

Dick Hannah KIA

Vancouver, WA

Vancouver, WA

www.dickhannahkia.com

PAGE 2

HOME: CONT:N/A
BUS: CELL: SERVICE ADVISOR: 5625 THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68			11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS			18:00 30NOV17			0.00	CASH	30DEC17	
01JAN17 DD									

R.O. OPENED READY OPTIONS: DLR:WA027

07:28 30NOV17 14:45 30DEC17

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

contaminated, not wet but black with carbon.
Performed compression test on all cylinders, plugs removed,
cranking 5 times each test.
Cyl. 1---135 psi, Cyl. 2---120 psi, Cyl. 3---0 psi, Cyl. 4---160 psi
Performed leakdown test on cylinder 3, have 95% leakage past rings,
can hear air coming from dipstick tube.
Techline case [REDACTED]
LONG BLOCK AND GASKETS ARE HERE. PULLED IN SHOP
VEHICLES TURBO AND APPLICABLE PARTS DID NOT NEED REPLACEMENT, NO
INTERNAL FAILURE WITHIN THEM DUE TO ENGINE FAILURE. REPLACED LONG BLACK
ENGINE ASSEMBLY AND GASKETS. ROAD TESTED VEHICLE 25 MILES TO VERIFY
REPAIRS. PULLED BACK IN SHOP TO ENSURE NO LEAKS. EVERYTHING OPERATING
AS DESIGNED.

[REDACTED] 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

CONCERN CODE:

[REDACTED] 2017 QL HVAC CONTROL UNIT LOGIC

UPDATE

6984 W 0.30 33.30 33.30

0 0 TPARTS

741 3330 TLABOR

TECH: 6984 ACTUAL HRS.: 0.00 SOLD HRS.: 0.30

SALE-LBR: 33.30 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 33.30

COST-LBR: 7.41 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 7.41

[REDACTED] COMPLETGED [REDACTED] 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

F [REDACTED] E-CVVT COVER INSPECTION AND MOTOR PLUG REPLACEMENT

CONCERN CODE:

[REDACTED] E-CVVT COVER INSPECTION AND MOTOR

PLUG REPLACEMENT

[REDACTED] W 0.70

77.70 77.70

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #:

Dick Hannah KIA

3400 NE Auto Mall Drive

Vancouver, WA 98662

P.O. Box 1679 Vancouver, WA 98668

Phone: 360-944-3433 · Fax: 360-450-2230

www.dickhannahkia.com

WARRANTY

PAGE 3

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 5625 THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68			11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS			18:00 30NOV17			0.00	CASH	30DEC17	
01JAN17 DD									

R.O. OPENED READY OPTIONS: DLR:WA027

07:28 30NOV17 14:45 30DEC17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				0	0 TPARTS		
				1729	7770 TLABOR		

TECH: ACTUAL HRS.: 0.00 SOLD HRS.: 0.70

SALE-LBR: 77.70 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 77.70
 COST-LBR: 17.29 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 17.29

11773 COMPLETED SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

G SA309A ECV & EVAP TEMP SENSOR REPLACEMENT

CONCERN CODE:

SA309A SA309A ECV & EVAP TEMP SENSOR REPLACEMENT

	W 1.00		111.00	111.00
	C5000QQK THERMISTOR ASSY-A/C	8.35	8.35	8.35
	D3000QQK VALVE-CONTROL	98.10	98.10	98.10
	6385	10645 TPARTS		
	2470	11100 TLABOR		

TECH: ACTUAL HRS.: 0.00 SOLD HRS.: 1.00

SALE-LBR: 111.00 PTS: 106.45 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 217.45
 COST-LBR: 24.70 PTS: 63.85 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 88.55

11773 COMPLETED SA309A ECV & EVAP TEMP SENSOR REPLACEMENT

HAT/TAG: Mileage:11,773

VIN:KNDPRCA68

TECH: ACTUAL HRS.: 0.00 SOLD HRS.: 8.8

SALE-LBR: 976.80 PTS: 3521.15 MSC: 1530.00 LUB: 0.00 SUB: 0.00 TOTAL 6027.95
 COST-LBR: 217.36 PTS: 2112.66 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 2330.02

*** NO RO PUNCH TIMES ON FILE ***

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #:

Dick Hannah KIA

WARRANTY

Vancouver, WA

Vancouver, WA

Phone: Fax:

www.dickhannahkia.com

PAGE 4

HOME: CONT:N/A
BUS: CELL: SERVICE ADVISOR: THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	17	KIA SPORTAGE	KNDPRCA68		11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS			18:00 30NOV17		0.00	CASH	30DEC17
01JAN17 DD							

R.O. OPENED

READY

OPTIONS: DLR:WA027

07:28 30NOV17 14:45 30DEC17

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
	97680	21736			153000	0	
	352115	211266			602795	*****	

COST, SALE, & COMP TOTALS 233002 602795 0

DESCRIPTION	TOTALS
LABOR AMOUNT	976.80
PARTS AMOUNT	3521.15
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1530.00
TOTAL CHARGES	6027.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	6027.95

CUSTOMER SIGNATURE

CUSTOMER #:

Dick Hannah KIA

ACCOUNTING

Vancouver, WA

Vancouver, WA

www.dickhannahkia.com

DUPLICATE 1

PAGE 1

HOME: CONT:N/A

BUS: CELL:

** PRE-INVOICE **

SERVICE ADVISOR: THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68		12148/12148		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS			18:00 26JAN18		0.00	CASH	27JAN18	
01JAN17 DD								

R.O. OPENED READY OPTIONS: DLR:WA027

07:21 26JAN18 10:38 27JAN18

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORM THE "MPI"	(KIA MULTI-POINT INSPECTION)									
	PERFORM THE "MPI"	(KIA MULTI-POINT INSPECTION)									
	7502	ISPG		0.00	0.00	0	0			0.00	0.00
PARTS:	0.00	LABOR:		0.00	0.00	OTHER:	0.00			TOTAL LINE A:	0.00
B C/S WHEN DRIVING DOWN THE HIGHWAY IT STARTS TOO HARD SHIFT.											
CONCERN CODE:											
REQUEST2 C/S WHEN DRIVING DOWN THE HIGHWAY IT STARTS TOO HARD SHIFT.											
	7343	ISGW		0.00	0.00	0	0			0.00	0.00
PARTS:	0.00	LABOR:		0.00	0.00	OTHER:	0.00			TOTAL LINE B:	0.00
NO CODES FOUND. PERFORMED ADAPTIVE STRATEGY RE-LEARN TO THE TCM											
C I AGREE TO BEING CONTACTED AT ANY CELL PHONE OR EMAIL PROVIDED. I GIVE MY CONSENT TO BE CONTACTED VIA ANY MEANS, TEXT I AGREE TO BEING CONTACTED AT ANY CELL PHONE OR EMAIL PROVIDED. I GIVE MY CONSENT TO BE CONTACTED VIA ANY MEANS,											
	99999	ISPG		0.00	0.00	0	0			0.00	0.00
PARTS:	0.00	LABOR:		0.00	0.00	OTHER:	0.00			TOTAL LINE C:	0.00
D RECALL INSPECT											
RI RECALL INSPECT											
		ISPG		0.00	0.00	0	0			0.00	0.00
PARTS:	0.00	LABOR:		0.00	0.00	OTHER:	0.00			TOTAL LINE D:	0.00
E PERFORM COMPLIMENTARY EXPRESS HAND WASH AND COURTESY VACUUM OF CUSTOMERS VEHICLE.											
IWASH PERFORM COMPLIMENTARY EXPRESS HAND WASH AND COURTESY VACUUM OF CUSTOMERS VEHICLE.											
				0.00	0.40	0	0			0.00	0.00
PARTS:	0.00	LABOR:		0.00	0.00	OTHER:	0.00			TOTAL LINE E:	0.00
F C/S AFTER REPLACING ENGINE RO SHE HAS AN OIL LEAK											
CONCERN CODE:											
REQUEST1 C/S AFTER REPLACING ENGINE RO SHE HAS AN OIL LEAK											

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #:

Dick Hannah KIA

ACCOUNTING

Vancouver, WA

Vancouver, WA

Phone

www.dickhannankia.com

DUPLICATE 1

PAGE 2

** PRE-INVOICE **

HOME: CONT:N/A
BUS: CELL: SERVICE ADVISOR: 5625 THOMAS GEORGE

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
		17	KIA SPORTAGE		KNDPRCA6			12148/12148		
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. DATE
01JAN17 IS				18:00 26JAN18				0.00	CASH	27JAN18
01JAN17 DD										

R.O. OPENED

READY

OPTIONS: DLR:WA027

07:21 26JAN18 10:38 27JAN18

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
			ISGW	0.00	0.00	0	0			0.00	0.00
			GASKET-T/C								
			OIL DRAIN			288	864	0	8.64	8.64	8.64
			GASKET			350	1050	0	10.50	10.50	10.50
PARTS:			19.14	LABOR:	0.00	OTHER:	0.00			TOTAL LINE F:	19.14

OIL LEAK COMING FROM THE TUBE OIL FEED TUBE. REMOVE TURBO
FEED LINE AND REPLACE GASKET. CHECK THE OIL AGAIN AFTER INSTALLING
TURBO FEED LINE NO LEAK PRESENT AT THIS TIME.

G RENTAL CAR PROVIDED

CONCERN CODE:

RENTAL RENTAL CAR PROVIDED

99999	ISGW	0.00	0.00	0	0					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00					TOTAL LINE G:	0.00

HAT/TAG: MILEAGE:12,148

VIN:KNDPRCA68

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
	0	0			0	0	
	1914	638			161	0	
	0	*****			2075	*****	

COST, SALE, & COMP TOTALS 638 1914 0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT
	0.00



CUSTOMER #: [REDACTED]

INVOICE

Dick Hannah
DEALERSHIPS

Dick Hannah KIA

DUPLICATE 1
PAGE 2

Vancouver, WA

Vancouver, WA

Phone: [REDACTED]

www.dickhannahkia.com

HOME: [REDACTED]
BUS: [REDACTED] CONT: N/A
CELL: [REDACTED]

SERVICE ADVISOR: [REDACTED] THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68			12148/12148		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS									
01JAN17 DD			18:00 26JAN18			0.00	CASH	27JAN18	

07:21 26JAN18 10:38 27JAN18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

F C/S AFTER REPLACING ENGINE RO [REDACTED] SHE HAS AN OIL LEAK
REQUEST1 C/S AFTER REPLACING ENGINE RO [REDACTED] SHE
HAS AN OIL LEAK

ISGW

GASKET-T/C OIL DRAIN
GASKET

(N/C)

(N/C)

(N/C)

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:
OIL LEAK COMING FROM THE TUBE OIL FEED TUBE. REMOVE TURBO
FEED LINE AND REPLACE GASKET. CHECK THE OIL AGAIN AFTER INSTALLING
TURBO FEED LINE NO LEAK PRESENT AT THIS TIME.

G RENTAL CAR PROVIDED

RENTAL RENTAL CAR PROVIDED

ISGW

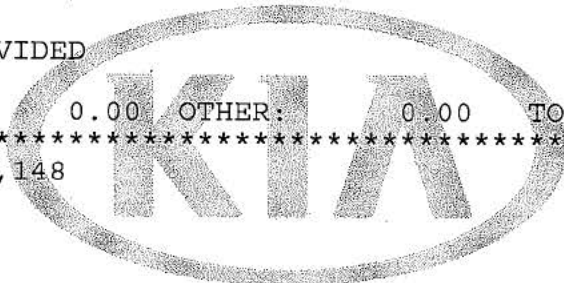
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G:

(N/C)

0.00

HAT/TAG: #1000 MILEAGE: 12,148

VIN: KNDPRCA68 [REDACTED]



DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
CUSTOMER SIGNATURE	
PLEASE PAY THIS AMOUNT	0.00

Insp 2

CUSTOMER #:

Dick Hannah KIA

3400 NE Auto Mall Drive
Vancouver, WA 98662

P.O. Box 1679 Vancouver, WA 98668

Phone: 360-944-3433 · Fax: 360-450-2230

www.dickhannahkia.com

WORKORDER

PAGE 1

HOME
BUS:

CONT:N/A
CELL:

SERVICE ADVISOR: 5625 GEORGE, THOMAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE (IN/ OUT)	TAG	
	17	KIA SPORTAGE	KNDPRCA68		12148/		
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS			18:00 26JAN18		0.00	CASH	
01JAN17 DD							
R.O. OPENED		READY	OPTIONS: DLR:WA027				

26JAN2018 07:21

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A ISPG PERFORM THE "MPT" (KIA MULTI-POINT INSPECTION)

B REQUEST2 W C/S WHEN DRIVING DOWN THE HIGHWAY IT STARTS TOO HARD SHIFT. |CC: when getting on to an on Ramp than try to get too speed or when trying to pass some one

C TEXT ISPG I AGREE TO BEING CONTACTED AT ANY CELL PHONE OR EMAIL PROVIDED. I GIVE MY CONSENT TO BE CONTACTED VIA ANY MEANS,

D RI ISPG RECALL INSPECT

E IWASH IWASH PERFORM COMPLIMENTARY EXPRESS HAND WASH AND COURTESY VACUUM OF CUSTOMERS VEHICLE.

F REQUEST2 W C/S AFTER REPLACING ENGINE RO SHE HAS AN OIL LEAK |CC:

WE CANNOT PROCEED WITH REPAIRS WITHOUT A SIGNATURE! I hereby authorize (a) the above repair work to be performed along with the necessary materials (b) an additional charge of (10%) for unspecified miscellaneous shop materials on the repairs, including parts and labor. Such additional charges shall be made at the sole discretion of DICK HANNAH DEALERSHIPS, depending on the type of repair to be performed but in no event shall exceed sixteen dollars (\$16.00). I agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other causes beyond your control, or any delays caused by unavailability of parts or delays in parts shipment by the supplier, factory, or transporter. I hereby grant you and/or your employee's permission to operate the vehicle herein described on streets, highways, or else-where for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck, or vehicle to secure the amount of repairs thereto. In the event it is necessary to place any portion of the above repair order for collection with DICK HANNAH DEALERSHIP'S attorneys or agents, I agree to pay all costs of collection including reasonable attorney fees should this become delinquent. Repair work done on this repair order will be based upon a flat rate manual computation.

PLEASE REMOVE VALUABLES FROM VEHICLE...

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
-------------------------	------	------	----

I agree to being contacted at any cell phone or email provided. I give my consent to be contacted via any means.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
[REDACTED]	XX #	1.0	FEED LY.	[REDACTED]	ON	27 0.13
						27 7.71

CUSTOMER #: [REDACTED]

WORKORDER

PAGE 2

Dick Hannah KIA

Vancouver, WA

Vancouver, WA

Phone [REDACTED]

www.dickhannahkia.com

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR [REDACTED] GEORGE, THOMAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	17	KIA SPORTAGE	KNDPCA6 [REDACTED]		12148/ [REDACTED]		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN17 IS							
01JAN17 DD			18:00 26JAN18		0.00	CASH	
R.O. OPENED		READY		OPTIONS: DLR:WA027			

26JAN2018 07:21

LINE DP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

G RENTAL W RENTAL CAR PROVIDED CC:

COMMENTS: HAT/TAG [REDACTED] MILEAGE:12,148 VIN:KNDPCA6 [REDACTED]

WE CANNOT PROCEED WITH REPAIRS WITHOUT A SIGNATURE! I hereby authorize (a) the above repair work to be performed along with the necessary materials (b) an additional charge of (10%) for unspecified miscellaneous shop materials on the repairs, including parts and labor. Such additional charges shall be made at the sole discretion of DICK HANNAH DEALERSHIPS, depending on the type of repair to be performed but in no event shall exceed sixteen dollars (\$16.00). I agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other causes beyond your control, or any delays caused by unavailability of parts or delays in parts shipment by the supplier, factory, or transporter. I hereby grant you and/or your employee's permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck, or vehicle to secure the amount of repairs thereto. In the event it is necessary to place any portion of the above repair order for collection with DICK HANNAH DEALERSHIP'S attorneys or agents, I agree to pay all costs of collection including reasonable attorney fees should this become delinquent. Repair work done on this repair order will be based upon a flat rate manual computation.

PLEASE REMOVE VALUABLES FROM VEHICLE...

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

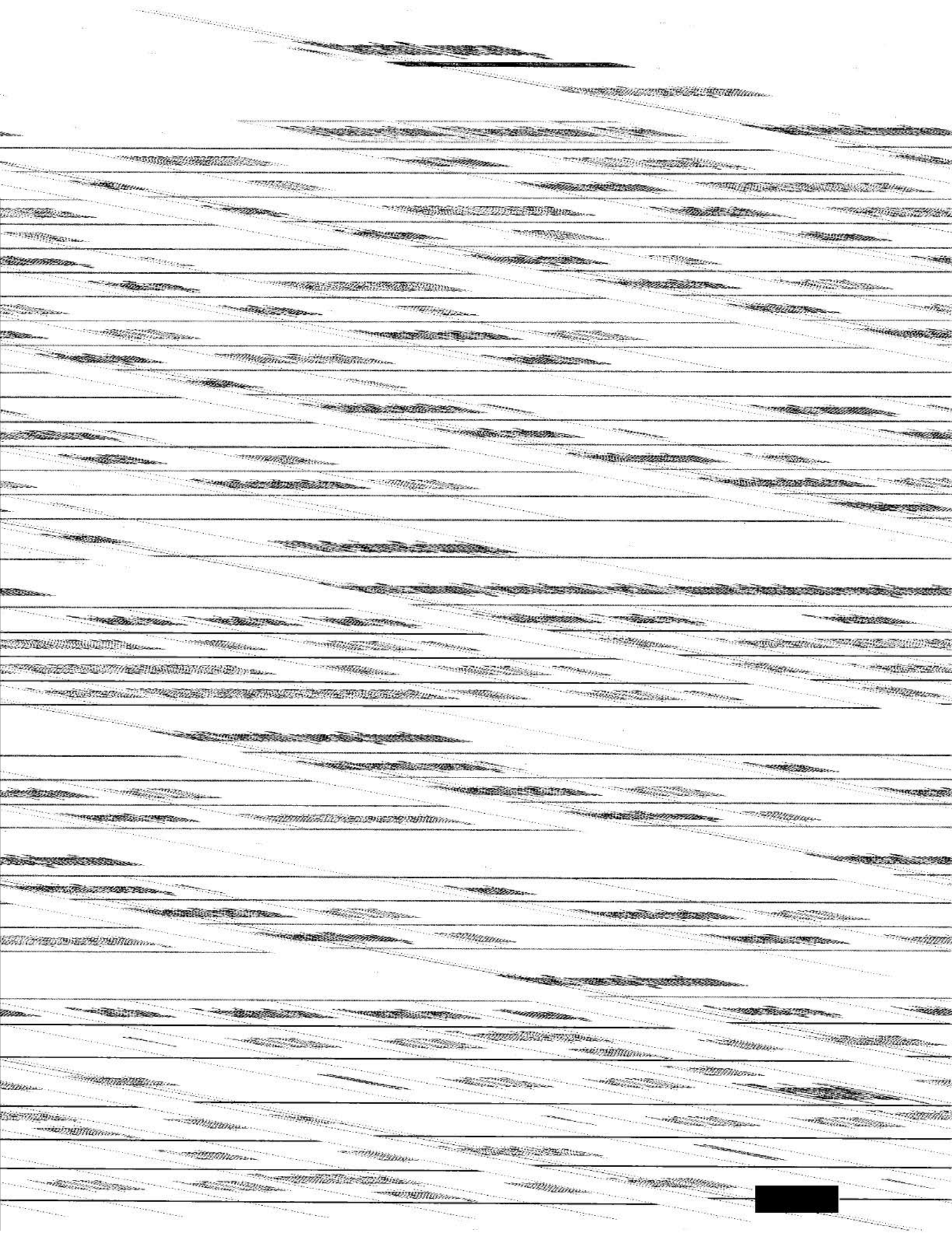
REVISED ESTIMATE (1)	DATE	TIME	BY
-------------------------	------	------	----

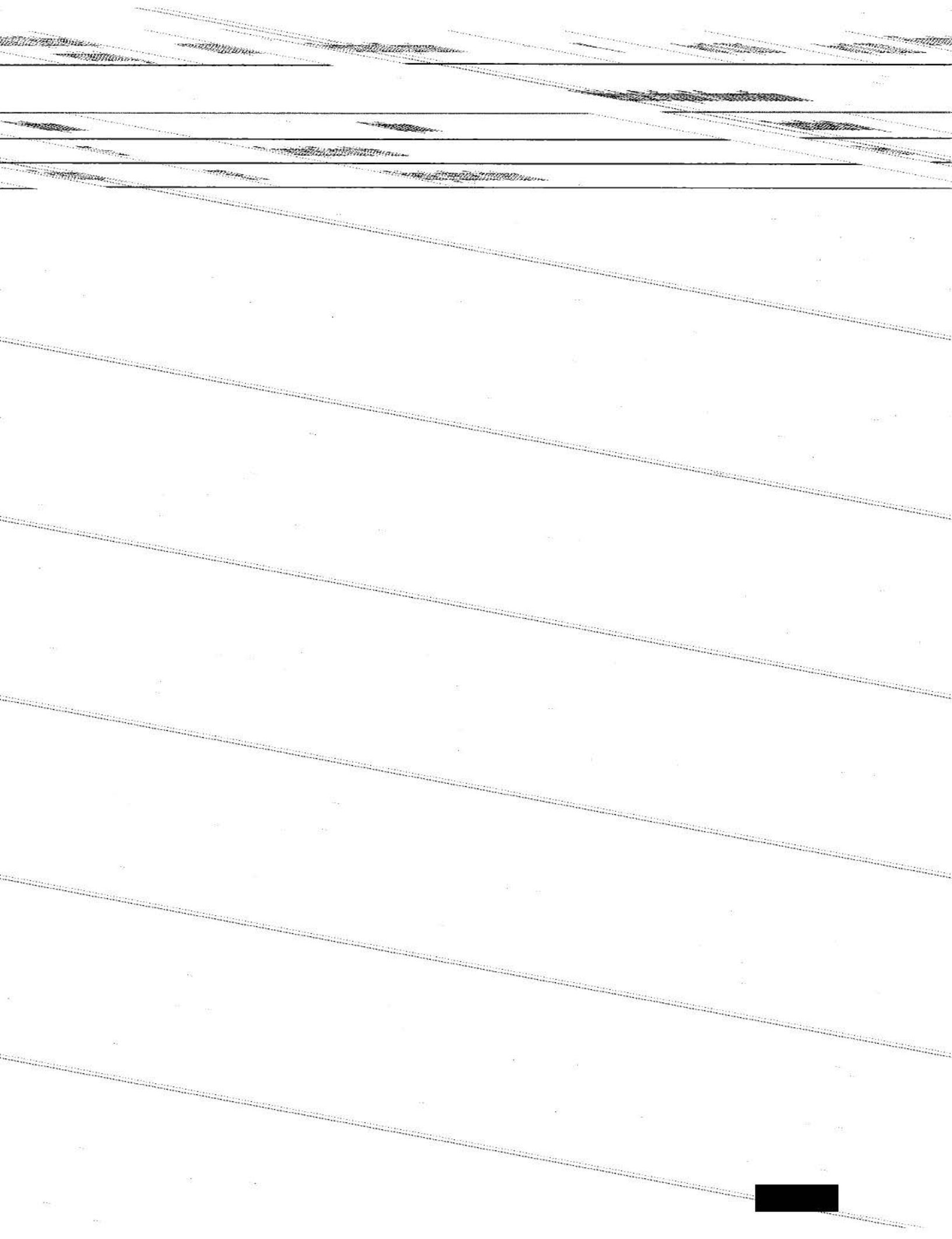
I agree to being contacted at any cell phone or email provided. I give my consent to be contacted via any means.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE [REDACTED]







SPORTAGE(QL)/2017/G 2.0 T-G..

HOME Online VCI

Fault Code Searching

Rescan Erase All DTC Get to DTC Save

A/T ENGINE

System	Status	Result
ENGINE	NO DTC	Good
AT	NO DTC	Good

System	DTC	Description	State
NO DTC			

S/W Ver.

VCI Ver.

02.11

ECU Ver.

OS Ver.

Android 7.0

ECU Cal. ID

TCU Cal. ID



Post-it™ brand

Fax Transmittal Memo 7672

To CASEY CROWELL

Company KIA

Location

Fax #

Comments

No. of Pages

2

Today's Date

3-23-18

Time

From

Company

Location

Fax #

Original
Disposition:☐ Destroy☐ Return☐ Call for pickup

Dept. Charge

SETTLEMENT AGREEMENT CASE

SETTLEMENT AGREEMENT AND GENERAL RELEASE

This Settlement Agreement and General Release (hereinafter referred to as the "Agreement") is entered into by and among the following parties: (1) [REDACTED] (hereinafter referred to as "Claimant"); and (2) Kia Motors America, Inc. (hereinafter referred to as "Kia").

RECITALS

- A. A dispute has arisen between Claimant and Kia regarding a 2017 Kia Sportage bearing vehicle identification number KNDPRCA68 [REDACTED] hereinafter referred to as "Subject Vehicle").
- B. Claimant has complained of irregularities, misrepresentations, defects, non-conformities and problems relating to the Subject Vehicle.
- C. Claimant and Kia wish to settle all existing disputes as well as any and all past, present, future, and known and unknown disputes regarding the Subject Vehicle.
- D. It is understood that the manufacturer's existing warranties on the Subject Vehicle will remain effective only as to Claimant's right to obtain repairs covered under the warranty.

NOW, THEREFORE, in consideration of the mutual promises, covenants, representations and agreements herein contained, the parties hereto agree as follows:

AGREEMENT

1. Kia shall pay Claimant the sum of \$4,000.00 by means of a company check. This amount is inclusive of costs and expenses, if any, incurred by Claimant.
2. It is understood and agreed that this settlement is a compromise of disputed claims and does not constitute an admission of liability on the part of Kia.
3. Claimant hereby releases and fully discharges Kia, Kia Motors America, Inc., Kia Motors Manufacturing Georgia, Inc., Kia Motors Corporation, Kia authorized repair facilities, any seller or selling dealer of the Subject Vehicle, claimant's finance company, and any and all other defendants and potentially liable parties, and each of their predecessors, successors, subsidiaries and affiliated entities, parents, partners, officers, directors, shareholders, agents, employees, representatives, attorneys, successors and assigns, past and present, and each of them (hereinafter referred to as the "Releasees") from any and all claims, demands and causes of action of any and every kind and nature, without limitations, whether known or unknown, suspected or unsuspected, which Claimant now owns or holds or at any time hereafter may accrue or otherwise acquire against the Releasees arising out of, resulting from, or in any way related to the above Recitals. In the event Claimant has filed any action, lawsuit, litigation, claim or complaint, legal, administrative or otherwise, with respect to this matter, Claimant hereby agrees to dismiss said action, lawsuit and/or litigation with prejudice as to all parties and/or to withdraw said claim or complaint forthwith.
4. Section 1542 of the California Civil Code, provides that:

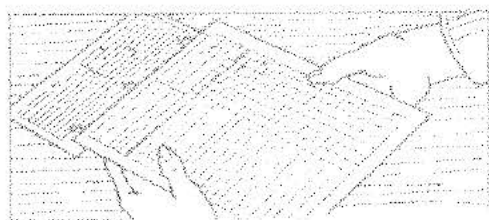
"A general release does not extend to claims which the creditor does not know or suspect exists in his or her favor at the time of executing the release, which if known by him or her, must have materially affected his or her settlement with the debtor."

Claimant knowingly and voluntarily waives the provisions of §1542, and acknowledges and agrees that this waiver is an essential and material term of the Agreement that led to it, and that, without such waiver, the settlement would not have been entered into. Claimant acknowledges his/her understanding that the effect of the Agreement is to waive and release all future potential claims for damages which were or may have been suffered but which have not yet manifested themselves.

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FAX Transmittal
Memo

Eliminates Cover Sheets – Saves You Money!



7672  3M

5. Claimant further expressly understands and agrees that the signing of the Agreement shall be forever binding on Claimant and Claimant's agents, predecessors, successors, affiliates, assigns, heirs, personal representatives, executors, administrators, attorneys, employees, agents, servants and insurers, and no rescission, modification or release of the undersigned from the terms of the Agreement will be made for any mistakes as set forth herein. Claimant further warrants that no promise or inducement has been offered except as herein set forth and that the Agreement was executed without reliance upon any statements or representations by Kia. Claimant warrants that he/she is legally competent to execute this Agreement.
6. Claimant hereby agrees to indemnify, defend, and hold harmless Kia from all loss, cost, claim or expense (including but not limited to all expenses of investigation and defense of any such claims or action, including reasonable attorneys' fees and expenses) arising in any manner out of or in any way related to Claimant's purchase, sale, lease, repair, operation, maintenance and/or other damage relating to the Subject Vehicle referenced in the claim, and to pay and satisfy any judgment resulting therefrom or any such claim or action.
7. Claimant acknowledges that he/she has not been influenced to any extent in entering into the Agreement by any representations or statements regarding any such action, claim, demand or cause of action made by any party. Claimant acknowledges that he/she has had the opportunity to consult with his/her attorneys, and that he/she has voluntarily executed the Agreement after independent investigation and without fraud, duress or undue influence.
8. The Agreement constitutes the entire understanding between the parties hereto, pertaining to the subject matter hereof, and fully supersedes any and all prior agreements and understanding, whether written or oral, between the parties.
9. The Agreement shall be construed and enforced in accordance with the laws of the State of California. Any action to enforce this settlement or to address any cause of action arising from the facts contained in the Agreement will be filed in the Superior Court of California, County of Orange. If any such action is not filed in the Superior Court of California, County of Orange, Claimant agrees to the transfer of venue to the County of Orange. All parties voluntarily agree to jurisdiction in said court.
10. Each party hereto shall bear its own attorney's fees, expenses and costs in connection with the matters and documents referred to herein and all related matters, except as may be provided in Paragraphs 1 and 6 above.
11. In consideration of the mutual benefit to the Claimant and Kia and other consideration the receipt of which is acknowledged, Claimant and Kia agree to keep the financial terms of this settlement and agreement **STRICTLY CONFIDENTIAL**. However, nothing contained in this paragraph shall prohibit any party or attorney to this agreement from disclosing the financial terms of this settlement or agreement to their respective insurance carriers, accountants, the parties or courts of competent jurisdiction in furtherance of the legal process or as otherwise required by a legal duty or obligation owed by Claimant or Kia, or to others.

Print Claimant

By: _____

Date: _____

3/23/18

60

61

62



CUSTOMER #: [REDACTED]

ACCOUNTING

Dick Hannah KIA

Vancouver, WA

Vancouver, WA

Phone: [REDACTED]

www.dickhannahkia.com

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: [REDACTED] THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68			11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS			18:00 30NOV17			0.00	CASH	30DEC17	
01JAN17 DD									

R.O. OPENED READY OPTIONS: DLR:WA027

07:28 30NOV17 14:45 30DEC17

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A Perform The "MPI" (Kia Multi-Point Inspection)

Perform The "MPI" (Kia Multi-Point Inspection)

ISPG	0.00	0.00	0	0		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B I agree to being contacted at any cell phone or email provided. I

give my consent to be contacted via any means,

TEXT I agree to being contacted at any cell phone

or email provided. I give my consent to be contacted via any means,

ISPG	0.00	0.00	0	0		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C Recall Inspect

RI Recall Inspect

ISPG	0.00	0.00	0	0		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D Driving Down [REDACTED] when the check engine light started flashing.

Vehicle died, and now when trying to start sounds funny.

CAUSE:

ENGINE SUB ASSY (LONG BLOCK) R&R (THETA)

W	0.00	6.80	16796			754.80	754.80
---	------	------	-------	--	--	--------	--------

RNTWAR RENTAL WARRANTY	0	153000				1530.00	1530.00
------------------------	---	--------	--	--	--	---------	---------

REMAN SUB

ENGINE	201500	335835	0	3358.35	3358.35	3358.35
--------	--------	--------	---	---------	---------	---------

CORE CHARGE W	200000	200000			2000.00	2000.00
---------------	--------	--------	--	--	---------	---------

GASKET-INTAKE MANIFO	885	1475	0	14.75	14.75	14.75
----------------------	-----	------	---	-------	-------	-------

GASKET-EXHAUST MANIF	2496	4160	0	41.60	41.60	41.60
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CORE

RETURN	-200000	-200000	0	3358.35	2000.00	-2000.00
--------	---------	---------	---	---------	---------	----------

FC:

PART#:

COUNT: 0

204881

341470 TPARTS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #:

Dick Hannah KIA

ACCOUNTING

Vancouver, WA
 Vancouver, WA
 Phone
 www.dickhannahkia.com

PAGE 2

HOME: CONT:N/A
 BUS: CELL: SERVICE ADVISOR: THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68			11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS			18:00 30NOV17			0.00	CASH	30DEC17	
01JAN17 DD									

R.O. OPENED READY OPTIONS: DLR:WA027

07:28 30NOV17 14:45 30DEC17

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

CLAIM TYPE: W

AUTH CODE:

TLABOR

PARTS: 3414.70 LABOR: 754.80 OTHER: 1530.00 TOTAL LINE D: 5699.50

Confirmed no start. Upon cranking engine, found to have a low compression sounding crank. Pushed vehicle into stall and using KDS, scanned all modules for codes. Found P030000, P030200, P030300, P039B00, P03AF00, P03B900 and P03A500 as pending, history. Removed engine cover and ignition coils to access spark plugs. Removed all 4 spark plugs. Cyl. 1 plug shows signs of fuel contamination, was wet with fuel. Cyl. 2 plug was damaged, the porcelain surrounding the electrode in the combustion chamber broke off and blew out the ground portion of the plug. Cyl. 3 plug has broken ceramic around the electrode and is still on the electrode. Cyl. 4 appears to be fuel contaminated, not wet but black with carbon.

Performed compression test on all cylinders, plugs removed, cranking 5 times each test.

Cyl. 1---135 psi, Cyl. 2---120 psi, Cyl. 3---0 psi, Cyl. 4---160 psi

Performed leakdown test on cylinder 3, have 95% leakage past rings, can hear air coming from dipstick tube.

Techline case

LONG BLOCK AND GASKETS ARE HERE. PULLED IN SHOP

VEHICLES TURBO AND APPLICABLE PARTS DID NOT NEED REPLACEMENT, NO

INTERNAL FAILURE WITHIN THEM DUE TO ENGINE FAILURE. REPLACED LONG BLACK

ENGINE ASSEMBLY AND GASKETS. ROAD TESTED VEHICLE 25 MILES TO VERIFY

REPAIRS. PULLED BACK IN SHOP TO ENSURE NO LEAKS. EVERYTHING OPERATING

DESIGNED.

2017 QL HVAC CONTROL UNIT LOGIC UPDATE

CONCERN CODE:

2017 QL HVAC CONTROL UNIT LOGIC

UPDATE

	W	0.00	0.30	741	3330	33.30	33.30
--	---	------	------	-----	------	-------	-------

0

0 TPARTS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #:

ACCOUNTING

Dick Hannah KIA

Vancouver, WA

Vancouver, WA

Phone:

www.dickhannahkia.com

PAGE 3

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 5625 THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68			11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS			18:00 30NOV17			0.00	CASH	30DEC17	
01JAN17 DD									

R.O. OPENED READY OPTIONS: DLR:WA027

07:28 30NOV17 14:45 30DEC17

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						741		3330	TLABOR		

PARTS: 0.00 LABOR: 33.30 OTHER: 0.00 TOTAL LINE E: 33.30

COMPLETED 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

E-CVVT COVER INSPECTION AND MOTOR PLUG REPLACEMENT

CONCERN CODE:

E-CVVT COVER INSPECTION AND MOTOR

PLUG REPLACEMENT

W 0.00 0.70 1729 7770 77.70 77.70

0 0 TPARTS

1729 7770 TLABOR

PARTS: 0.00 LABOR: 77.70 OTHER: 0.00 TOTAL LINE F: 77.70

COMPLETED 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

G SA309A ECV & EVAP TEMP SENSOR REPLACEMENT

CONCERN CODE:

ECV & EVAP TEMP SENSOR REPLACEMENT

6984 W 0.00 1.00 2470 11100 111.00 111.00

THERMISTOR ASSY 3/C 500 835 0 8.35 8.35 8.35

VALVE-CONTROL 5885 9810 0 98.10 98.10 98.10

6385 10645 TPARTS

2470 11100 TLABOR

PARTS: 106.45 LABOR: 111.00 OTHER: 0.00 TOTAL LINE G: 217.45

11773 COMPLETED SA309A ECV & EVAP TEMP SENSOR REPLACEMENT

HAT/TAG: Mileage:11,773

VIN:KNDPRCA68

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
	0	0			97680	21736	
	153000	0			352115	211266	
	0	*****			602795	*****	

COST, SALE, & COMP TOTALS 233002 602795 0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT
	0.00

CUSTOMER #: [REDACTED]

Dick Hannah KIA

WORKORDER

Vancouver, WA
P.O. Box 1679 Vancouver, WA

PAGE 1

www.dickhannahkia.com

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 5625 GEORGE, THOMAS

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68		11773/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS								
01JAN17 DD			18:00 30NOV17		0.00	CASH		
R.O. OPENED		READY		OPTIONS: DLR				
30NOV2017 07:28								

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

[REDACTED] ISPG Perform The "MPI" (Kia Multi-Point Inspection)

B TEXT ISPG I agree to being contacted at any cell phone or email provided. I give my consent to be contacted via any means,

C RI ISPG Recall Inspect

D REQUEST1 C Driving Down 205 when the check engine light started flashing. Vehicle died, and now when trying to start sounds funny.

E SA238 W SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE |CC:

F SA305 W SA305 E-CVVT COVER INSPECTION AND MOTOR PLUG REPLACEMENT |CC:

WE CANNOT PROCEED WITH REPAIRS WITHOUT A SIGNATURE! I hereby authorize (a) the above repair work to be performed along with the necessary materials (b) an additional charge of (10%) for unspecified miscellaneous shop materials on the repairs, including parts and labor. Such additional charges shall be made at the sole discretion of DICK HANNAH DEALERSHIPS, depending on the type of repair to be performed but in no event shall exceed sixteen dollars (\$16.00). I agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other causes beyond your control, or any delays caused by unavailability of parts or delays in parts shipment by the supplier, factory, or transporter. I hereby grant you and/or your employee's permission to operate the vehicle herein described on streets, highways, or else-where for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck, or vehicle to secure the amount of repairs thereto. In the event it is necessary to place any portion of the above repair order for collection with DICK HANNAH DEALERSHIP'S attorneys or agents, I agree to pay all costs of collection including reasonable attorney fees should this become delinquent. Repair work done on this repair order will be based upon a flat rate manual computation.

PLEASE REMOVE VALUABLES FROM VEHICLE...

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
----------------------	------	------	----

I agree to being contacted at any cell phone or email provided. I give my consent to be contacted via any means.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE [REDACTED]

CUSTOMER #: [REDACTED]

Dick Hannah KIA

3400 NE Auto Mall Drive

Vancouver, WA 98662

P.O. Box 1679 Vancouver, WA 98668

Phone: 360-944-3433 · Fax: 360-450-2230

www.dickhannahkia.com

WORKORDER

PAGE 2

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 5625 GEORGE, THOMAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	17	KIA SPORTAGE	KNDPRCA68 [REDACTED]		11773/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS							
01JAN17 DD			18:00 30NOV17		0.00	CASH	
R.O. OPENED		READY		OPTIONS: DLR: [REDACTED]			
30NOV2017 07:28							

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

G [REDACTED] W [REDACTED] ECV & EVAP TEMP SENSOR REPLACEMENT | CC:
COMMENTS: HAT/TAG: [REDACTED] Mileage:11,773 VIN:KNDPRCA68 [REDACTED]

WE CANNOT PROCEED WITH REPAIRS WITHOUT A SIGNATURE! I hereby authorize (a) the above repair work to be performed along with the necessary materials (b) an additional charge of (10%) for unspecified miscellaneous shop materials on the repairs, including parts and labor. Such additional charges shall be made at the sole discretion of DICK HANNAH DEALERSHIPS, depending on the type of repair to be performed but in no event shall exceed sixteen dollars (\$16.00). I agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other causes beyond your control, or any delays caused by unavailability of parts or delays in parts shipment by the supplier, factory, or transporter. I hereby grant you and/or your employee's permission to operate the vehicle herein described on streets, highways, or else-where for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck, or vehicle to secure the amount of repairs thereto. In the event it is necessary to place any portion of the above repair order for collection with DICK HANNAH DEALERSHIP'S attorneys or agents, I agree to pay all costs of collection including reasonable attorney fees should this become delinquent. Repair work done on this repair order will be based upon a flat rate manual computation.

PLEASE REMOVE VALUABLES FROM VEHICLE...

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
-------------------------	------	------	----

I agree to being contacted at any cell phone or email provided. I give my consent to be contacted via any means.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE [REDACTED]

CUSTOMER #: [REDACTED]

INVOICE

Dick Hannah
DEALERSHIPS

Dick Hannah KIA

Vancouver, WA [REDACTED]

Vancouver, WA [REDACTED]

Phone: [REDACTED] 0

www.dickhannahkia.com

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 5625 THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68		11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS								
01JAN17 DD			18:00 30NOV17		0.00	CASH	30DEC17	

R.O. OPENED

READY

OPTIONS: DLR [REDACTED]

07:28 30NOV17 14:45 30DEC17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A Perform The "MPI" (Kia Multi-Point Inspection)

[REDACTED] Perform The "MPI" (Kia Multi-Point Inspection)

7502 ISPG

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

B I agree to being contacted at any cell phone or email provided. I

give my consent to be contacted via any means,

TEXT I agree to being contacted at any cell phone

or email provided. I give my consent to be

contacted via any means,

[REDACTED] ISPG

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

C Recall Inspect

RI Recall Inspect

[REDACTED] ISPG

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

D Driving Down [REDACTED] when the check engine light started flashing.

Vehicle died, and now when trying to start sounds funny.

CAUSE: .

[REDACTED] ENGINE SUB ASSY (LONG BLOCK) R&R (THETA)

W

RNTWAR RENTAL WARRANTY

[REDACTED] -2GH00R REMAN SUB ENGINE

CORE CHARGE W

[REDACTED] 2GTA0 GASKET-INTAKE MANIFO

[REDACTED] 2GTA1 GASKET-EXHAUST MANIF

[REDACTED] -2GH00R CORE RETURN

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

FC:

PART#: [REDACTED]

COUNT: 0

CLAIM TYPE: W

CUSTOMER SIGNATURE	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]

INVOICE

Dick Hannah
DEALERSHIPS

Dick Hannah KIA

Vancouver, WA [REDACTED]

79 Vancouver, WA [REDACTED]

Phone: [REDACTED]
www.dickhannahkia.com

PAGE 2

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 5625 THOMAS GEORGE

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
		17	KIA SPORTAGE		KNDPRCA68		11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS									
01JAN17 DD			18:00 30NOV17			0.00	CASH	30DEC17	

R.O. OPENED READY OPTIONS: DLR:WA027

07:28 30NOV17 14:45 30DEC17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

Confirmed no start. Upon cranking engine, found to have a low compression sounding crank. Pushed vehicle into stall and using KDS, scanned all modules for codes. Found P030000, P030200, P030300, P039B00, P03AF00, P03B900 and P03A500 as pending, history. Removed engine cover and ignition coils to access spark plugs. Removed all 4 spark plugs. Cyl. 1 plug shows signs of fuel contamination, was wet with fuel. Cyl. 2 plug was damaged, the porcelain surrounding the electrode in the combustion chamber broke off and blew out the ground portion of the plug. Cyl. 3 plug has broken ceramic around the electrode and is still on the electrode. Cyl. 4 appears to be fuel contaminated, not wet but black with carbon. Performed compression test on all cylinders, plugs removed, cranking 5 times each test. Cyl. 1---135 psi, Cyl. 2---120 psi, Cyl. 3---0 psi, Cyl. 4---160 psi. Performed leakdown test on cylinder 3, have 95% leakage past rings, can hear air coming from dipstick tube.

Techline case [REDACTED]

LONG BLOCK AND GASKETS ARE HERE. PULLED IN SHOP

VEHICLES TURBO AND APPLICABLE PARTS DID NOT NEED REPLACEMENT, NO INTERNAL FAILURE WITHIN THEM DUE TO ENGINE FAILURE. REPLACED LONG BLACK ENGINE ASSEMBLY AND GASKETS. ROAD TESTED VEHICLE 25 MILES TO VERIFY REPAIRS. PULLED BACK IN SHOP TO ENSURE NO LEAKS. EVERYTHING OPERATING AS DESIGNED.

2017 QL HVAC CONTROL UNIT LOGIC UPDATE

SA238 SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: (N/C) 0.00

COMPLETGED SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #: [REDACTED]

INVOICE

Dick Hannah
DEALERSHIPS

Dick Hannah KIA

PAGE 3

Vancouver, WA [REDACTED]
Vancouver, WA [REDACTED]
Phone: [REDACTED] Fax [REDACTED]
www.dickhannahkia.comHOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 5625 THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	17	KIA SPORTAGE	KNDPRCA68		11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS			18:00 30NOV17		0.00	CASH	30DEC17
01JAN17 DE							

R.O. OPENED READY OPTIONS: DLR:WA027

07:28 30NOV17 14:45 30DEC17

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

F SA305 E-CVVT COVER INSPECTION AND MOTOR PLUG REPLACEMENT

SA305 SA305 E-CVVT COVER INSPECTION AND MOTOR
PLUG REPLACEMENTPARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: (N/C)
0.00

COMPLETED SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

G SA309A ECV & EVAP TEMP SENSOR REPLACEMENT

SA309A SA309A ECV & EVAP TEMP SENSOR REPLACEMENT
6984 WPARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: (N/C)
0.00THERMISTOR ASSY-A/C
VALVE-CONTROL

11773 COMPLETED SA309A ECV & EVAP TEMP SENSOR REPLACEMENT

HAT/TAG: Mileage:11,773

VIN:KNDPRCA68[REDACTED]

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT
	0.00

CUSTOMER #: [REDACTED]

INTERNAL

Dick Hannah KIA

Vancouver, WA [REDACTED]

Vancouver, WA [REDACTED]

Phone [REDACTED]

www.dickhannahkia.com

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 5625 THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68			11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS			18:00 30NOV17			0.00	CASH	30DEC17	
01JAN17 DD									

R.O. OPENED
07:28 30NOV17
14:45 30DEC17

READY
18:00 30NOV17

OPTIONS: DLR: [REDACTED]

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A Perform The "MPI" (Kia Multi-Point Inspection)

Perform The "MPI" (Kia Multi-Point Inspection)

ISPG 0.00

0.00 0.00

B I agree to being contacted at any cell phone or email provided. I

give my consent to be contacted via any means,

TEXT I agree to being contacted at any cell phone

or email provided. I give my consent to be

contacted via any means,

ISPG 0.00

0.00 0.00

C Recall Inspect

RI Recall Inspect

ISPG 0.00

0.00 0.00

HAT/TAG: Mileage:11,773

VIN:KNDPRCA68 [REDACTED]

COST, SALE, & COMP TOTALS 0 0 0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT
	0.00

CUSTOMER #:

Dick Hannah KIA

WARRANTY

Phone

Vancouver, WA
Vancouver, WA
www.dickhannahkia.com

PAGE 1

HOME: CONT:N/A
BUS: CELL: SERVICE ADVISOR: 5625 THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68		11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS			18:00 30NOV17			0.00	CASH	30DEC17
01JAN17 DD								

R.O. OPENED READY OPTIONS: DLR:WA027

07:28 30NOV17 14:45 30DEC17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D	Driving Down						

when the check engine light started flashing.
Vehicle died, and now when trying to start sounds funny.

CAUSE:

	ENGINE SUB ASSY (LONG BLOCK) R&R (THETA)						
	W 6.80				754.80	754.80	
	RNTWAR RENTAL WARRANTY				1530.00	1530.00	
	2GH00R REMAN SUB ENGINE			3358.35	3358.35	3358.35	
	GE W				2000.00	2000.00	
	2GTA0 GASKET-INTAKE MANIFO			14.75	14.75	14.75	
	2GTA1 GASKET-EXHAUST MANIF			41.60	41.60	41.60	
	2GH00R CORE RETURN			3358.35	2000.00	-2000.00	

FC:

PART#:

COUNT: 0

204881

341470 TPARTS

CLAIM TYPE: W

AUTH CODE:

16796

75480 TLABOR

TECH: ACTUAL HRS.: 0.00 SOLD HRS.: 6.80

SALE-LBR: 754.80 PTS: 3414.70 MSC: 1530.00 LUB: 0.00 SUB: 0.00 TOTAL 5699.50
COST-LBR: 167.96 PTS: 2048.81 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 2216.77

Confirmed no start. Upon cranking engine, found to have a low compression sounding crank. Pushed vehicle into stall and using KDS, scanned all modules for codes. Found P030000, P030200, P030300, P039B00, P03AF00, P03B900 and P03A500 as pending, history. Removed engine cover and ignition coils to access spark plugs. Removed all 4 spark plugs. Cyl. 1 plug shows signs of fuel contamination, was wet with fuel. Cyl. 2 plug was damaged, the porcelain surrounding the electrode in the combustion chamber broke off and blew out the ground portion of the plug. Cyl. 3 plug has broken ceramic around the electrode and is still on the electrode. Cyl. 4 appears to be fuel

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #:

Dick Hannah KIA

WARRANTY

Phone:

www.dickhannahkia.com

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HOME: CONT:N/A
 BUS: CELL: SERVICE ADVISOR: 5625 THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68		11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS			18:00 30NOV17			0.00	CASH	30DEC17
01JAN17 DD								

R.O. OPENED READY OPTIONS: DLR:WA027

07:28 30NOV17 14:45 30DEC17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

contaminated, not wet but black with carbon.
 Performed compression test on all cylinders, plugs removed,
 cranking 5 times each test.
 Cyl. 1---135 psi, Cyl. 2---120 psi, Cyl. 3---0 psi, Cyl. 4---160 psi
 Performed leakdown test on cylinder 3, have 95% leakage past rings,
 can hear air coming from dipstick tube.
 Techline case 12561534
 LONG BLOCK AND GASKETS ARE HERE. PULLED IN SHOP
 VEHICLES TURBO AND APPLICABLE PARTS DID NOT NEED REPLACEMENT, NO
 INTERNAL FAILURE WITHIN THEM DUE TO ENGINE FAILURE. REPLACED LONG BLACK
 ENGINE ASSEMBLY AND GASKETS. ROAD TESTED VEHICLE 25 MILES TO VERIFY
 REPAIRS. PULLED BACK IN SHOP TO ENSURE NO LEAKS. EVERYTHING OPERATING
 AS DESIGNED.

2017 QL HVAC CONTROL UNIT LOGIC UPDATE

CONCERN CODE:

2017 QL HVAC CONTROL UNIT LOGIC

UPDATE

6984 W 0.30

33.30 33.30

0 0 TPARTS

741 3330 TLABOR

TECH: ACTUAL HRS.: 0.00 SOLD HRS.: 0.30

SALE-LBR: 33.30 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 33.30

COST-LBR: 7.41 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 7.41

COMPLETGED 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

E-CVVT COVER INSPECTION AND MOTOR PLUG REPLACEMENT

CONCERN CODE:

E-CVVT COVER INSPECTION AND MOTOR

PLUG REPLACEMENT

W 0.70

77.70 77.70

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #:

Dick Hannah KIA

WARRANTY

Phone

www.dickhannankia.com

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HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 5625 THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68			11773/11803		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN17 IS			18:00 30NOV17			0.00	CASH	30DEC17	
01JAN17 DD									

R.O. OPENED READY OPTIONS: DLR:WA027

07:28 30NOV17 14:45 30DEC17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				0	0 TPARTS		
				1729	7770 TLABOR		

TECH: ACTUAL HRS.: 0.00 SOLD HRS.: 0.70

SALE-LBR: 77.70 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 77.70
 COST-LBR: 17.29 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 17.29

11773 COMPLETED SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE

ECV & EVAP TEMP SENSOR REPLACEMENT

CONCERN CODE:

ECV & EVAP TEMP SENSOR REPLACEMENT

W 1.00

111.00 111.00

C5000QQK THERMISTOR ASSY-A/C

8.35

8.35

8.35

D3000QQK VALVE-CONTROL

98.10

98.10

98.10

6385

10645 TPARTS

2470

11100 TLABOR

TECH: ACTUAL HRS.: 0.00 SOLD HRS.: 1.00

SALE-LBR: 111.00 PTS: 106.45 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 217.45
 COST-LBR: 24.70 PTS: 63.85 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 88.55

11773 COMPLETED SA309A ECV & EVAP TEMP SENSOR REPLACEMENT

HAT/TAG: Mileage:11,773

VIN:KNDPRCA68

TECH: ACTUAL HRS.: 0.00 SOLD HRS.: 8.8

SALE-LBR: 976.80 PTS: 3521.15 MSC: 1530.00 LUB: 0.00 SUB: 0.00 TOTAL 6027.95
 COST-LBR: 217.36 PTS: 2112.66 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 2330.02

*** NO RO PUNCH TIMES ON FILE ***

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #:

Dick Hannah KIA

WARRANTY

Phone

Vancouver, WA

Vancouver, WA

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HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: THOMAS GEORGE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	17	KIA SPORTAGE		KNDPRCA68			11773/11803		
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01JAN17 DD									

R.O. OPENED

READY

OPTIONS: DLR:

07:28 30NOV17 14:45 30DEC17

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
	97680	21736			153000	0	
	352115	211266			602795	*****	

COST, SALE, & COMP TOTALS 233002 602795 0

DESCRIPTION	TOTALS
LABOR AMOUNT	976.80
PARTS AMOUNT	3521.15
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1530.00
TOTAL CHARGES	6027.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	6027.95

CUSTOMER SIGNATURE