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

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE

[redacted]

Rimkus Consulting Group, Inc.
8200 Cameron Road, Suite C-140
Austin, TX 78754
(800) 783-8557 Telephone
(512) 795-0502 Facsimile
Certificate of Authorization No. F-1545
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: 8108**
**Claim No:** [redacted]

**RCG File No:** [redacted]

**Prepared For:**

**BEST CLAIMS SERVICE**
**1248 AUSTIN HIGHWAY, SUITE 106, PMB 204**
**SAN ANTONIO, TX 78209**

**Attention:**

**MS. A. EILEEN LUNA**

[redacted]

**Nicholas J. Olson, IAAI-CFI**
**Fire Consultant**

November 10, 2017

[redacted]

## TABLE OF CONTENTS

I. Introduction ..... 1

II. Conclusions ..... 2

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- Analysis

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A. Photographs

B. CV

# Section I
# INTRODUCTION

On May 23, 2017 a fire occurred involving a 2017 Kia Sportage, VIN KNDPM3AC1H7[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 KNDPM3AC1H7[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, Mr. [redacted]. Mr. [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 [redacted]
- 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 [redacted] 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 Mr. [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. [redacted], IAAI-CFI on June 14 and October 11, 2017.

2. Telephone interview of the insured, Mr. [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 KNDPM3AC1H7[redacted]

**Photograph 2**
Interior of involved vehicle.

**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.

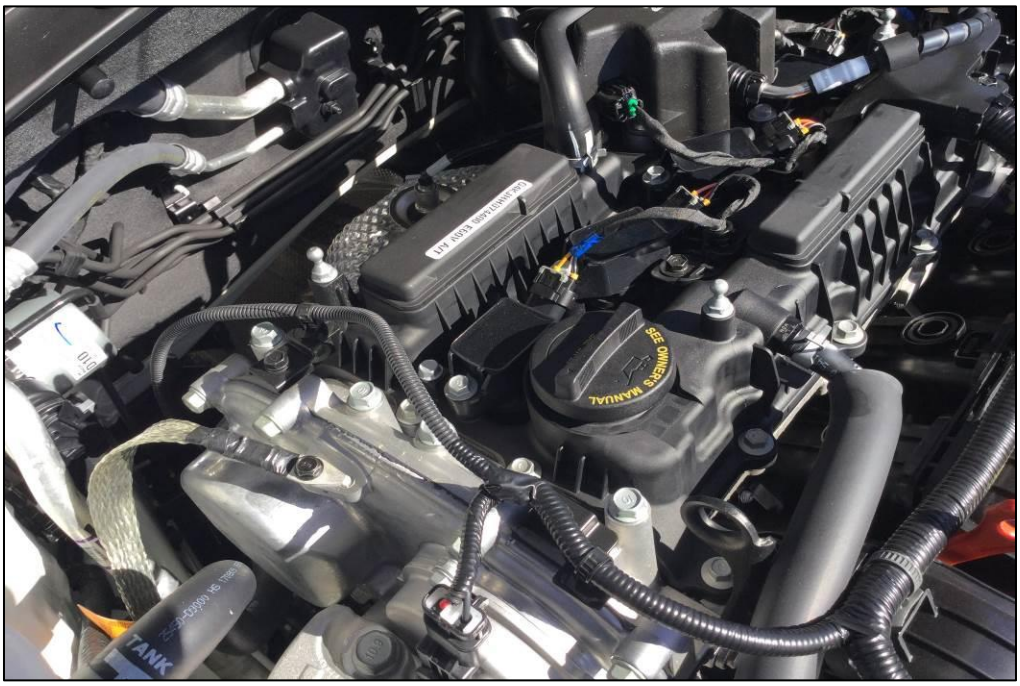
**Photograph 9**
Oil residue on exhaust muffler beneath vehicle.

**Photograph 10**
Oil fill neck; open to valve train.

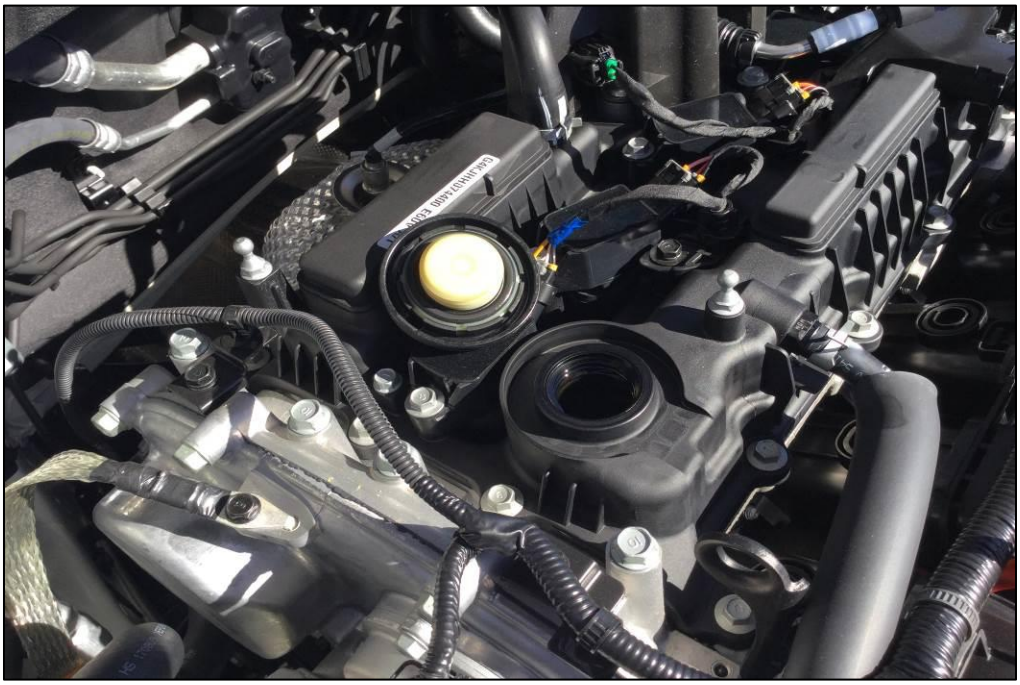
**Photograph 11**
Underside of oil fill neck removed from engine, note melted plastic into center of fill neck.

**Photograph 12**
Pink zip ties denote electrical activity located in wiring harness along bulkhead.

**Photograph 13**
Exemplar vehicle engine showing location oil fill neck; cap in place.




**Photograph 14**
Exemplar vehicle; oil cap and fill neck.



## Section V

## ATTACHMENT B

# CV

RIMKUS
CONSULTING GROUP, INC.

[redacted]

**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 03-030629)
NAFI – CFEI (Certified Fire and Explosion Investigator) (Registration Number 11853-6580)
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 |



[redacted]

## 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.



[redacted]

**SERVING ALL OF TEXAS**

HOME OFFICE: 1450 W HWY 290, #1123
DRIPPING SPRINGS, TX 78620

OFFICE: (512) 829-4373
FAX: (512) 829-4655

E-MAIL: claims@bestclaimsservice.com

www.bestclaimsservice.com

Jay Kelsey, CGA, Managing Member

November 10, 2017

Ms. Dominique Walker
Claims Department
Hochheim Prairie Insurance
500 US Highway 77A S
Yoakum, TX 77995-1399

RE: CLAIM NO: [redacted]
INSURED: [redacted]
D/L: [redacted]/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: KNDPM3AC1H7[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]

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
210-844-9918
eluna@bestclaimsservice.com

[redacted]

# - Fax Transmission

**To:** flemongello@prosightspecialty.com **From:** A Eileen Notzon Luna

**Fax:** 19494684515 **Date:** 8/23/2017

**RE:** Your claim #[redacted] Our claim #[redacted] **Pages:** 3

---

**Comments:**

ATTN: Mr. Ristow

A. Eileen Notzon Luna, CGA

Best Claims Service, LLC

1248 Austin Hwy #106 PMB 204

San Antonio, TX 78209

(210)844-9918 phone

(210)978-5518 fax

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---

[redacted]

**SERVING ALL OF TEXAS**

HOME OFFICE: 1450 W HWY 290, #1123
DRIPPING SPRINGS, TX 78620

OFFICE: (512) 829-4373
FAX: (512) 829-4655

E-MAIL: claims@bestclaimsservice.com

www.bestclaimsservice.com

Jay Kelsey, CGA, Managing Member

August 23, 2017

KIA
ATTN: Ryan Ristow
111 Peters Canyon Road
Irvine, CA 92606

***Sent via Fax to (949)468-4515 and email rristow@kiausa.com***

| | | |
|---|---|---|
| RE: | OUR CLIENT: | Hochheim Prairie Insurance Company |
| | CLAIM NO.: | [redacted] |
| | INSURED: | |
| | DATE OF LOSS: | [redacted]/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
1248 Austin Hwy, Suite 106, PMB 204
San Antonio, TX 78209.

We are investigating damages to Mr. [redacted] vehicle (2017 Kia Sportage VIN: KNDPM3AC1H7[redacted] from a fire that occurred shortly after an oil change completed at the service department on [redacted]/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.

[redacted]

Please contact Mr. Olson at (512) 745 9353 or njolson@rimkus.com and Mr. Lemongello at (973) 532 1935 or flemongelllo@prosightspecialty.com to coordinate this inspection.

If you have any questions please contact us at (210) 844-9918 or eluna@bestclaimsservice.com.

Sincerely,

BEST CLAIMS SERVICE LLC

A. Eileen Notzon Luna, SGA

CC: Ms. Dominique Walker
Claims Department
Hochheim Prairie Insurance
500 US Highway 77A S
Yoakum, TX 77995-1399

CC: Nicholas Olson

CC: Frank Lemongello

CAPITAL
EXCAVATION

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE

[redacted]

LADDER
711

[redacted]

KIA

# CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

**Vehicle Information:**
**2017 KIA SPORTAGE LX**
VIN: KNDPM3AC8H7[redacted]
4 DOOR WAGON/SPORT UTILITY
2.4L L4 MPI DOHC 16V
GASOLINE
FRONT WHEEL DRIVE
**Standard Equipment** | **Safety Options**

**CARFAX Report Provided By:**
Kia Motors America
111 Peters Canyon Rd
Irvine, CA 92606
949-468-4800

- 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.

## CARFAX Ownership History

The number of owners is estimated

| | Owner 1 |
|---|---|
| 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 |

CARFAX 1 OWNER

## CARFAX Title History

CARFAX guarantees the information in this section

| | Owner 1 |
|---|---|
| **Salvage** \| **Junk** \| **Rebuilt** \| **Fire** \| **Flood** \| **Hail** \| **Lemon** | **Guaranteed** No Problem |
| **Not Actual Mileage** \| **Exceeds Mechanical Limits** | **Guaranteed** No Problem |

BUYBACK CARFAX GUARANTEE

**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**

## CARFAX Additional History

Not all accidents / issues are reported to CARFAX

Owner 1

[redacted]

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

## CARFAX Detailed History

Glossary

**Owner 1**

| | |
|---|---|
| Purchased: | 2016 |
| Type: | Rental |
| Where: | Arizona |
| Est. miles/year: | 30,784/yr |
| Est. length owned: | 6/16/16 - 5/22/17 (11 months) |

| Date: | Mileage: | Source: | Comments: |
|---|---|---|---|
| 06/16/2016 | 10 | Arizona Motor Vehicle Dept. Phoenix, AZ Title [redacted] | Title or registration issued<br>First owner reported<br>Titled or registered as rental vehicle |
| 08/31/2016 | 9,846 | Service Facility | Maintenance inspection completed<br>Brakes checked<br>Fluids checked<br>Oil and filter changed<br>One tire balanced<br>One tire mounted<br>Tire condition and pressure checked<br>Tire(s) balanced<br>Tire(s) replaced<br>Tires rotated |
| 01/09/2017 | 16,797 | Arizona Firestone Gi bert, AZ 480-832-3473 arizonafirestone.com | Oil and filter changed |
| 02/22/2017 | 23,550 | Arizona Firestone Gi bert, AZ 480-832-3473 arizonafirestone.com | 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 Subscr bers, please visit our Help Center at www.carfaxonline.com.

## CARFAX 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.

[redacted]

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)

[redacted]

RE

RE

[redacted]

PE19-004

KIA

6/28/2019

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CA FILES

SPORTAGE

[redacted]

[redacted]

FAX TO: Melissa DIAZ

# 949-468-4509

KIA | Finance

# YOUR MONTHLY STATEMENT

Statement Date September 30, 2017

## ACCOUNT INFORMATION

| | |
|---|---|
| **Account Number** | [redacted] |
| Vehicle Description | 2017 KIA SPORTAGE |
| VIN Number | KNDPRCA65H7[redacted] |
| 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 650805
Dallas, TX 75265-0805

*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.



1629

[redacted]

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

January 5, 2018

[redacted]
Middle Island, NY[redacted]

**RE: Goodwill for [redacted]**

Dear Ms [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

[redacted]

BACK!

*Keep this document to show to the police and courts.*

MV-639CR (1/15) **NEW YORK STATE REGISTRATION DOCUMENT**

E PAS
EGG3345
2017 KIA NONTRANSFERABLE
SUBN GY KNDPRCA65H7[redacted]
3997 G 4 [redacted] OCT 21 2017
Wt/Seats Fuel/Cyl
WEB WEBCDA

Expires 03/11/18
*NYMA*
34.50
ANNUAL CHG
AMT PAID (INCL ADD CHG)
3.00

[redacted]
MIDDLE ISLAND NY [redacted]
[redacted]
VOID IF ALTERED EXCEPT FOR ADDRESS

[redacted]

[redacted]

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

MIDDLE ISLAND, NY [redacted]
HOME [redacted] CONT: [redacted]
BUS: CELL [redacted]

[redacted]

*ACCOUNTING*

DUPLICATE 1
PAGE 1
** PRE-INVOICE **

# GENERATION KIA

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

SERVICE ADVISOR: 2560 JAMES GULLO

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA65H7[redacted] | [redacted] | 29323/29323 | [redacted] |

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

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 08:47 13JUL17 | 14:47 28AUG17 | SOLD-STK: [redacted] DLR:NY105 1)KIA-F, INV 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 CUST STATES VEH IS SMOKING AND CHECK ENGINE LIGHT IS ON? CK AND ADVISE | | | | | | |
| CAUSE: ENGINE REPLACEMENT AS PER TECH CASE [redacted] | | | | | | |
| 99 TECH REPLACED ENGINE AS PER KIA TECH CASE# [redacted] | | | | | | |
| 105 NOURSE,DAVE LIC#: 3RE5 | | | | | | |
| WPK 7.80 | 24960 | 90870 | | | 908.70 | 908.70 |
| 1 182S1-2GH00R REMAN SUB | | | | | | |
| ENGINE | 201500 | 325221 | 0 | 3358.35 | 3252.21 | 3252.21 |
| 1 UM013-CH060 TRANS | | | | | | |
| COOLER FLUSH | 650 | 1049 | 0 | 10.85 | 10.49 | 10.49 |
| 1 UM015-CH112 KIA | | | | | | |
| ANTIFREEZE/COOLA | 1530 | 2469 | 0 | 24.95 | 24.69 | 24.69 |
| 5 SYN FULL/SYNETHIC | 1625 | 2625 | 0 | 5.25 | 5.25 | 26.25 |
| FC: | | | | | | |
| PART#: 182S1-2GH00R | | | | | | |
| COUNT: 1 | 205305 | 331364 | TPARTS | | | |
| CLAIM TYPE: | | | | | | |
| AUTH CODE: | | | | | | |
| | 24960 | 90870 | 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 P030300.
P039B00.P030AF00.P03B900 AND P03A500 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

[redacted]

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ACCOUNTING COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]
MIDDLE ISLAND, NY [redacted]
HOME [redacted] CONT [redacted]
BUS: CELL [redacted]

[redacted]

*ACCOUNTING*

DUPLICATE 1
PAGE 2
** PRE-INVOICE **
SERVICE ADVISOR: 2560 JAMES GULLO

# GENERATION KIA

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

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA65H7[redacted] | [redacted] | 29323/29323 | [redacted] |

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

| R.O. OPENED | READY |
|---|---|
| 08:47 13JUL17 | 14:47 28AUG17 |

OPTIONS: SOLD-STK:[redacted] DLR:NY105 1)KIA-F, INV 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 105 NOURSE,DAVE LIC#: 3RE5 | | | | | | | | | |
| | | | 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 105 NOURSE,DAVE LIC#: 3RE5 | | | | | | | | | |
| | | | 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] | 90870 | 24960 | | [redacted] | 328739 | 203680 | |
| | 2625 | 1625 | | | 0 | 0 | |
| | 422234 | ******* | | | 0 | ******* | |

COST, SALE, & COMP TOTALS 230265 422234 0

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.

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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

[redacted]

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ACCOUNTING COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

MIDDLE ISLAND, NY [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

[redacted]

*ACCOUNTING*

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: 8543 LUANN MCBRIDE

# GENERATION KIA

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

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA65H7[redacted] | [redacted] | 3089/3092 | [redacted] |

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

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 09:51 05AUG16 | 12:45 05AUG16 | SOLD-STK: [redacted] DLR:NY105 1)KIA-F, INV 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 # SA238HVAC UPDATE | | | | | | | | |
| CAUSE: PERFORMED OPEN RECALL SA238 | | | | | | | | |
| SA238 C/S PERFORM RECALL # SA238HVAC UPDATE | | | | | | | | |
| 9408 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 | | | | | | | | |
| KCP1W CUSTOMER STATES TO PERFORM OIL AND FILTER SERVICE AS PER SERVICE CONTRACT | | | | | | | | |
| 9408 WEXT | 0.30 | | 450 | 700 | | | 7.00 | 7.00 |
| 1 26300-35504 FILTER ASSY-ENGINE O | | | 395 | 600 | 0 | 6.00 | 6.00 | 6.00 |
| 5 5W20 BULK OIL | | | 690 | 1000 | 0 | 2.00 | 2.00 | 10.00 |
| 1 21513-23001 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 | | | | | | | | |
| 9408 ISPK | 0.00 | | 0 | 0 | | | 0.00 | 0.00 |
| D CUSTOMER HAS SOP TO INSTALL NEW ROOF RAILS | | | | | | | | |
| MISC ROOF RAILS | | | | | | | | |
| 9408IWEOU | 0.50 | | 750 | 5998 | | | 59.98 | 59.98 |
| 1 D9F21-AC000 CROSSBARS | | | 16500 | 23500 | 0 | 235.00 | 235.00 | 235.00 |
| INSTALL NEW ROOF RAILS DUE TO WOULD NOT TIGHTEN | | | | | | | | |
| E COMPLIMENTARY CAR WASH | | | | | | | | |
| WASH COMPLIMENTARY CAR WASH | | | | | | | | |
| 99 ISPK | 0.00 | | 0 | 0 | | | 0.00 | 0.00 |
| 03S WASH | | | 0 | 700 | | | 7.00 | 7.00 |

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.

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

STATEMENT OF DISCLA MER

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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** | |

[redacted]

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ACCOUNTING COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

MIDDLE ISLAND, NY [redacted]
HOME: [redacted] CONT [redacted]
BUS: CELL [redacted]

[redacted]

*ACCOUNTING*

PAGE 2
** PRE-INVOICE **

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Direct: (888) 223-9503
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www.GenerationKia.com

SERVICE ADVISOR: 8543 LUANN MCBRIDE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA65H7[redacted] | [redacted] | 3089/3092 | [redacted] |

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

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|---|---|
| 09:51 05AUG16 | 12:45 05AUG16 |

OPTIONS: SOLD-STK: [redacted] DLR:NY105 1)KIA-F, INV 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|

CREATED 2016-07-26 09:43:00AM
TAKEN BY CHRISTIN E HILTON

Thank you for choosing our Service Department
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 foward to serving you again.
FACILITY NUMBER 7110061

| 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 18845 36000 0

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| 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

[redacted]

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ACCOUNTING COPY

MV-53P (3/15)

New York State Department of Motor Vehicles

# TEMPORARY CERTIFICATE OF REGISTRATION

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

| | | |
|---|---|---|
| VIN: KNDPRCA65H7[redacted] | EXPIRATION OF TEMPORARY REGISTRATION | DATE ISSUED: 10/21/2017 |
| PLATE: [redacted] | 10/3[redacted]017 | MAKE: KIA |
| | | COLOR: GY |
| CLASS: PAS | TRANSACTION # [redacted] | YEAR: 2017 [redacted] |

**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.**

EXCELSIOR

---

## 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.

[redacted]

PE19-004

KIA

6/28/2019

DEFECT B

CA FILES

SPORTAGE

[redacted]

| | | | |
|---|---|---|---|
| **CA Case #:** | [redacted] | **Model Year:** | 2017 |
| **Customer's Name(s):** | [redacted] | **Model:** | SPORTAGE QL |
| **Case Type:** | CUSTOMER | **VIN:** | KNDPRCA68H7[redacted] |
| **Prev. GW/VRS:** | N/A | **Warranty Start Date:** | 4/10/2016 |
| **Dealer Code:** | OR008 | **Mos. In Service:** | 24 |
| **Dealer Name:** | Ron Tonkin Kia | **State:** | OR |
| **DPSM:** | Neal Ferdig | **Sales Type:** | KAPR |
| **Dist:** | WE09 | | |

**USED VEHICLE INFORMATION:**

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

**Notes:**

**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** | **OR008** | **WA027** | **WA027** | | | | | **Totals** |
| | **RO Number** | [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] -7/7/16 | [redacted] 11/30/17<br>[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<br>**SA238**-CONTROL UNIT LOGIC UPDATE<br>**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**<br>**(2) OIL LEAK** | | **R&R LONG BLOCK ENGINE ASSEMBLY AND GASKETS**. FOUND DTC'S P030000, P030200,P030300,P039B00, P03AF00, P03B900, P03A500 | **REPLACE TURBO GASKET**<br>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 Made

NVO Normal Vehicle Operation
SC Service Campaign
SOP Special Order Part

[redacted]

Tonkin [redacted]
FOR THE LOVE of CARS

**RON TONKIN KIA**
**19335 MCLOUGLIN BLVD**
**GLADSTONE, OR 97027**

[redacted]

# MOTOR VEHICLE PURCHASE AGREEMENT

TODAY'S DATE **04/10/2016**

| PURCHASER'S NAME | PHONE | STOCK NO. |
|---|---|---|
| [redacted] | RES [redacted] BUS | |

| ADDRESS | CITY | STATE | ZIP |
|---|---|---|---|
| [redacted] | WASHOUGAL | WA | [redacted] |

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 | | SPORTAGE | KNDPRCA68H7[redacted] |
| COLOR: BLACK | | | MILEAGE: 11 | LICENSE | | SALES REPRESENTATIVE: 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.**

[redacted]

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

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

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

   [redacted] Initial [redacted] Initial

   Total Charges (1 + 1A through 1E) ..... $ 39096.13
2. Downpayment: $ CASH 5000.00 REBATE 500.00
   - A. Cash Downpayment ..... $ 5500.00
   - $ N/A
   - 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

### 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 Purchaser's credit is not approved by Lender, Purchaser will immediately return the Vehicle to De[redacted]

PURCHASE[redacted]

### 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 _____

### 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 N/A ON VEHICLES BEING TRADED IN AND AGREES TO PAY THE DIFFERENCE IN CASH ON DEMAND.

PURCHASER X _____

I, _____ (Seller), state that the odome[redacted] described above (Seco[redacted] (NO TENTHS) MILES

PURCHASER X [redacted]

CO-PURCHASER [redacted]

MANAGER X [redacted]

**The front and back of this order comprise the entire agreement pertaining to this purchase and no other agreement of any kind, verbal understanding or promise whatsoever except a written conditional sales contract will be recognized.** I have read the matter printed on the back hereof and agree to it as a part of this order.

PURCHASER X [redacted]

CO-PURCHASER X [redacted]

[redacted]

# 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 | Vehicle identification number (VIN) | Year | Make | Model | Title number |
|---|---|---|---|---|---|
| [redacted] | KNDPRCA68H7[redacted] | 2017 | KIA | | [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) |
|---|---|---|---|
| | | | |

[redacted]

STAT

## Vehicle C

[redacted]

| License Number | Vehicle Identification Number (VIN) | | | | |
|---|---|---|---|---|---|
| [redacted] | KNDPRCA68H7[redacted] | 2017 | KIA | UT | SPORTAGE |

| Date of Application | Odometer Miles | Odometer Status | Fuel Type |
|---|---|---|---|
| 05/04/2016 | 0000011 | A | G |

| Scale Weight | Gross Vehicle Weight Rating Code | Vehicle Color | Prior Title State | Prior Title Number |
|---|---|---|---|---|
| 03997 | 000001 | BLACK | | |

Comments
32995-2016

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**
**PO BOX 105299**
**ATLANTA, GA 30348**

Registered Owner

[redacted]
**WASHOUGAL,** [redacted]

KIA MOTORS FINANCE

X [redacted] 9-12-16

Sign[redacted]eleases 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

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

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.

Pat Kohler
Director, Department of Licensing

[redacted]

voids this title.

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 Mr.[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: (949) 468-4822**
**Fax: (949) 299-3242**
**Email:** CCrowell@Kiausa.com
**12562011**

[redacted]

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

**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 THOMAS GEORGE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DL | | | 18:00 30NOV17 | | 0.00 | CASH | 30DEC17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 07:28 30NOV17 | 14:45 30DEC17 | DLR:WA027 |

```
LINE OPCODE TECH TYPE A/HRS S/HRS    COST     SALE  COMP     LIST       NET     TOTAL
A Perform The "MPI" (Kia Multi-Point Inspection)
     09K1ZKMPI 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  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
            7502 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: .
     21102R1A ENGINE SUB ASSY (LONG BLOCK) R&R (THETA)
            6984    W  0.00  6.80  16796   75480                   754.80    754.80
     RNTWAR RENTAL WARRANTY            0  153000                  1530.00   1530.00
        1 182S1-2GH00R REMAN SUB
        ENGINE                    201500  335835     0 3358.35  3358.35   3358.35
        CORE CHARGE W             200000  200000                2000.00   2000.00
        1 28313-2GTA0
        GASKET-INTAKE MANIFO         885    1475     0   14.75    14.75     14.75
        1 28521-2GTA1
        GASKET-EXHAUST MANIF        2496    4160     0   41.60    41.60     41.60
        -1 182S1-2GH00R CORE
        RETURN                   -200000 -200000     0 3358.35  2000.00  -2000.00
    FC:
    PART#: 23111-2G030
    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

[redacted]

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

**Dick Hannah KIA**
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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 THOMAS GEORGE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DL | | | 18:00 30NOV17 | | 0.00 | CASH | 30DEC17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 07:28 30NOV17 | 14:45 30DEC17 | DLR:WA027 |

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

CLAIM TYPE: W
AUTH CODE:

16796 75480 TLABOR

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

11773
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.

E SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE
CONCERN CODE:
SA238 SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE
6984 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 | |
| **PLEASE PAY THIS AMOUNT** | |

CUSTOMER SIGNATURE

[redacted]

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CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

**Dick Hannah KIA**
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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 THOMAS GEORGE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DD | | | 18:00 30NOV17 | | 0.00 | CASH | 30DEC17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 07:28 30NOV17 | 14:45 30DEC17 | DLR:WA027 |

```
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
 11773 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
            6984    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
 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
            6984    W  0.00  1.00   2470   11100                   111.00    111.00
        1 97143-C5000QQK
        THERMISTOR ASSY-A/C          500     835     0    8.35      8.35      8.35
        1 97674-D3000QQK
        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:#[redacted]  Mileage:11,773
  VIN:KNDPRCA68H70 [redacted]
*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT  SALE      COST   CONTROL   TRGT/ACCOUNT  SALE      COST   CONTROL
  7/[redacted]          0        0          7/[redacted]        97680    21736
  7/[redacted]     153000        0          7/[redacted]       352115   211266
  7/[redacted]          0  *******          7/[redacted]       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 |
| **PLEASE PAY THIS AMOUNT** | 0.00 |

CUSTOMER SIGNATURE

[redacted]

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CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

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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 | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>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 [redacted] when the check engine light started flashing. Vehicle died, and now when trying to start sounds funny. | | | | | | | |
| CAUSE: . | | | | | | | |
| 21102R1A ENGINE SUB ASSY (LONG BLOCK) R&R (THETA) | | | | | | | |
| | 6984 | | W | 6.80 | | 754.80 | 754.80 |
| RNTWAR RENTAL WARRANTY | | | | | | 1530.00 | ~~1530.00~~ 1350 |
| 1 182S1-2GH00R REMAN SUB ENGINE | | | | | 3358.35 | 3358.35 | 3358.35 |
| CORE CHARGE W | | | | | | 2000.00 | 2000.00 |
| 1 28313-2GTA0 GASKET-INTAKE MANIFO | | | | | 14.75 | 14.75 | 14.75 |
| 1 28521-2GTA1 GASKET-EXHAUST MANIF | | | | | 41.60 | 41.60 | 41.60 |
| -1 182S1-2GH00R CORE RETURN | | | | | 3358.35 | 2000.00 | -2000.00 |

FC:
PART#: 23111-2G030
COUNT: 0 204881 341470 TPARTS
CLAIM TYPE: W
AUTH CODE:
16796 75480 TLABOR

TECH: 6984 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

11773
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 [redacted]

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CUSTOMER #: [redacted]

[redacted]

[redacted]

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Phone: 360-944-3433 · Fax: 360-450-2230
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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 | KNDPRCA68H[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>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

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.

**********

E SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE
CONCERN CODE:
SA238 SA238 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

11773 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
6984 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 SIGNA[redacted]

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[redacted]

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 3

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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 | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>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:     6984 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
            6984     W  1.00                                     111.00    111.00
        1 97143-C5000QQK THERMISTOR ASSY-A/C                       8.35      8.35      8.35
        1 97674-D3000QQK VALVE-CONTROL                            98.10     98.10     98.10
                                               6385       10645 TPARTS
                                               2470       11100 TLABOR

TECH:     6984 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:[redacted] Mileage:11,773
  VIN:KNDPRCA68H70[redacted]

TECH:     6984 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 [redacted]

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SI2C - IMAGING

WARRANTY COPY

[redacted]

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 4

**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:
BUS:
CONT:N/A
CELL:

SERVICE ADVISOR: 5625 THOMAS GEORGE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>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 |
|---|---|---|---|---|---|---|---|

| TRGT/ACCOUNT | SALE | COST | CONTROL | TRGT/ACCOUNT | SALE | COST | CONTROL |
|---|---|---|---|---|---|---|---|
| 7/[redacted] | 97680 | 21736 | | 7/[redacted] | 153000 | 0 | |
| 7/[redacted] | 352115 | 211266 | | 7/[redacted] | 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 SIGNATUR[redacted]

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SI2C - IMAGING

WARRANTY COPY

[redacted]

[redacted]

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

Techline

[redacted]

| R.O. OR W.O. NO. | EMPL. NO. | MECH. PAY $ | FLAT RATE TIME | W - TIME | REPAIR ORDER TIME | OFF 3 |
|---|---|---|---|---|---|---|
| [redacted] | RR XX | 69 84 | 1.0 | SA309A | | NOV 30 12.23 NOV 30 13.98 ON |

| R.O. OR W.O. NO. | EMPL. NO. | MECH. PAY $ | FLAT RATE TIME | W - TIME | REPAIR ORDER TIME | OFF 4 |
|---|---|---|---|---|---|---|
| [redacted] | RR XX | 69 84 | .7 | SA305 | | NOV 30 12.29 ON NOV 30 12.23 |

| R.O. OR W.O. NO. | EMPL. NO. | MECH. PAY $ | FLAT RATE TIME | W - TIME | REPAIR ORDER TIME | OFF 5 |
|---|---|---|---|---|---|---|
| [redacted] | RR XX | 69 84 | .3 | SA238 | | NOV 30 12.32 ON NOV 30 12.29 |

| R.O. OR W.O. NO. | EMPL. NO. | MECH. PAY $ | FLAT RATE TIME | W - TIME | REPAIR ORDER TIME | O |
|---|---|---|---|---|---|---|
| [redacted] | XX | 69 84 | 3.0 | Remove engine | 7502 | |

| R.O. OR W.O. NO. | EMPL. NO. | MECH. PAY $ | FLAT RATE TIME | W - TIME | REPAIR ORDER TIME | O |
|---|---|---|---|---|---|---|
| [redacted] | XX | 69 84 | 3.8 | Installed engine | 7502 | |

[redacted]

PWA

Techline

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

KDS KNDPRCA68H7[redacted]

VDN : B28VAwa0271711300121
11/30/17 09:35

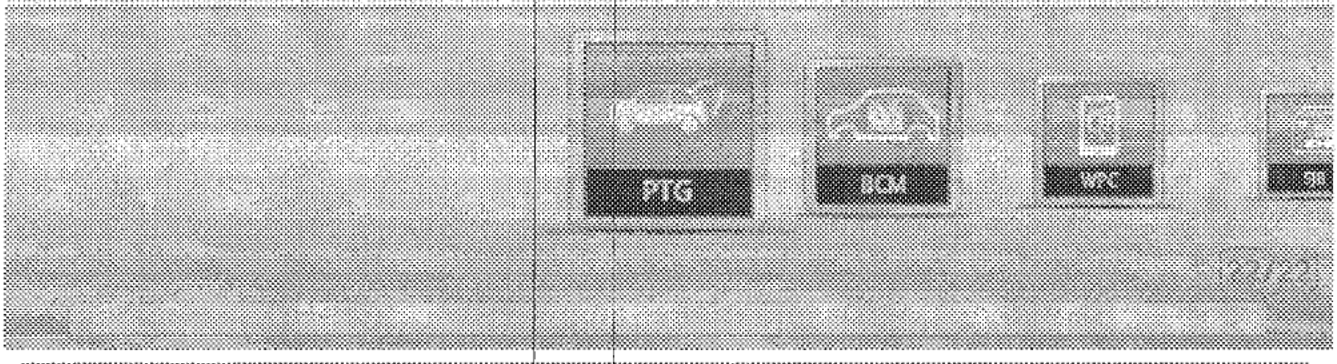
HOME
Z. Sidesoftom

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

VCI

## Fault Code Searching

Rescan | Erase All DTC | Go to DTC | Save




| 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 | P030300 | Cylinder 3-Misfire detected | History |
| ENGINE | P030200 | Cylinder 2-Misfire detected | Pending |
| ENGINE | P030000 | Random/Multiple Cylinder Misfire Detected | Pending |
| ENGINE | P039B00 | Cylinder 1 Pressure Too High | Pending |
| ENGINE | P03AF00 | Cylinder 3 Pressure Too High | Pending |
| ENGINE | P03B900 | Cylinder 4 Pressure Too High | Pending |

| | | | |
|---|---|---|---|
| S/W Ver. | M-N-K-01-00-0092 | VCI Ver. | 02.08 |
| ECU Ver. | M-N-K-01-00-0054 | OS Ver. | Android 7.0 |
| ECU Cal. ID | | TCU Cal. ID | [redacted] |

# Engine Core Data/PWA Form

COMPLETE DATA FORM THEN OPEN A TECHLINE WARRANTY AUTHORIZATION CASE

R/O Number: [redacted]

## Dealer Information- Required

| Dealer Code and Name: | R/O Date: | Replacement Date: |
|---|---|---|
| WA027 Dick Hannah Kia | 11/30/17 | |

| Vin: | R/O Dates for Prior Engine Replacements: | Mileage: |
|---|---|---|
| KNDPRCA68H7[redacted] | | 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: Ø Engine RPM: Ø Gear: Ø

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: CJ3C Engine is locked Hole in Engine

Techline Case Number: [redacted]

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 Signatu[redacted] Technician Signature: [redacted] Date: 11-30-17



[redacted]

# Warranty Coverage

<< Warranty Coverage Validation

## Basic Vehicle Information

O Battery Prorating | O Warranty History | O Print

| | | | |
|---|---|---|---|
| **VIN #** | KNDPRCA68H[redacted] | **Year / Model** | 2017 / QL Sportage (QL) |
| **Serial** | 073774 | **Model Description** | SPORTAGE SX AWD AUTO / 45482 |
| **Engine** | G4KHGH52 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** | E0552 |
| **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** | 98VYA481 |
| **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 |
|---|---|---|---|---|---|
| SA238 | Service Action | SA238 2017 QL HVAC CONTROL UNIT LOGIC | | | |
| SA305 | Service Action | SA305 E-CVVT COVER AND MOTOR PLUG | | | |
| SA309A | Service Action | SA309A 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'ys | | | | 12 month[redacted] | 12,000 |

[redacted]

# Warranty History

## Warranty History

| Repair Date | Claim Type | Dealer Code | R.O.# | Version | Repair Labor | Causal Part | Mileage |
|---|---|---|---|---|---|---|---|
| Jun 11, 2016 | W : Mechanical (Normal) | OR008 | [redacted] | 03 | Headlamp Assy, R&R, One Side | LAMP ASSY-HEAD,LH | 1,285 |
| Apr 11, 2016 | I : PDI | OR008 | [redacted] | 01 | QLPDI | PDI | 6 |

[redacted]

[redacted]

# STATE OF WASHINGTON LIABILITY INSURANCE IDENTIFICATION CARD

INSURED: [redacted]
Washougal, WA [redacted]
POLICY NUMBER: [redacted]
EFFECTIVE DATE: 05/23/2017, 12:01AM
EXPIRATION DATE: 05/23/2018, 12:01AM
YEAR/MAKE/MODEL: 2017 Kia Sportage SX
VIN: KNDPRCA68H [redacted]
HARTFORD INSURER: Hartford Casualty Insurance Company
One Hartford Plaza
Hartford, CT 06155

**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.

[redacted]

**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)

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

# RENTAL AGREEMENT
FOR A TEMPORARY SUBSTITUTE VEHICLE

DICK HANNAH KIA
3400 NE AUTO MALL DRIVE
VANCOUVER, WA 98662
(360) 944-3433

[redacted]

RO NO. [redacted]

CUSTOMER [redacted]

TEAM SERVICE MANAGER: Thomas

YEAR/MAKE/MODEL/COLOR

CITY: Washougal | STATE: WA | ZIP: [redacted]

DRIVER'S LICENSE NO. [redacted] | STATE: WA | EXPIRES: 12-2-21

BIRTH DATE: 12-2-56 | HOME TELEPHONE [redacted]

MILEAGE IN

MILEAGE OUT: 6472

MILES DRIVEN

MILES ALLOWED

CHARGEABLE MILES

DATE AND TIME IN: 12/6/17 A.M. P.M.

DATE AND TIME OUT: 11/29/17 A.M. P.M.

YOU AGREE TO RETURN THE VEHICLE TO THE ABOVE LOCATION ON OR BEFORE

DATE DUE IN: / / A.M. P.M.

## CUSTOMER VEHICLE INSURANCE INFORMATION

COMPANY: AARP (Hartford) | POLICY NO [redacted] | EXPIRES: 5-23-18

AGENT: Hartford | TELEPHONE: (800) 423-6789

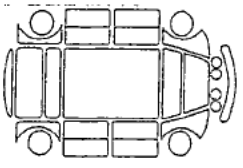
INSURED VEHICLE YEAR / MAKE / MODEL / COLOR: 2017 Kia Sportage

FUEL

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

## DAMAGE DESCRIPTION

INITIALS _____



SHOP NAME

PHONE NUMBER

SHOP CONTACT

VEHICLE MAKE / MODEL

NAME OF INSURED

## ADDITIONAL DRIVER INFORMATION

ADDITIONAL DRIVER NAME | LICENSE NO. | STATE | BIRTHDATE / /

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY | POLICY NO. | EXPIRES

AGENT | TELEPHONE ( )

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR

ADDITIONAL DRIVER NAME | LICENSE NO. | STATE | BIRTHDATE / /

ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY | POLICY NO. | EXPIRES

AGENT | TELEPHONE ( )

INSURED VEHICLE YEAR / MAKE / MODEL / COLOR

VEHICLE CONDITION OUT: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

VEHICLE CONDITION IN: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

| RATES (FUEL NOT INCLUDED) | RENTAL CHARGES |
|---|---|
| MILES @ $ | |
| DAILY RENTAL RATE $ 45 | |
| x 7 | |
| **TIME & MILEAGE CHARGES** | |
| | |
| TAXABLE FUEL GAL. @ $ | |
| | |
| | |
| **TAXABLE SUBTOTAL** | |
| TAX @ % | |
| NON-TAX FUEL GAL. @ $ | |
| | |
| NET DUE CUSTOMER DEPOSIT / REFUND / OTHER: | |
| SUBTOTAL | |
| TOTAL CHARGE | 315 — |

understand and agree to not Smoke or have any Pets in this vehicle while in my care.
have inspected this vehicle and it currently does not have odor from smoking, pets or pet hair.
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.

[redacted]

u agree to all the te[redacted] of this Agreement, and You acknowledge that You were
en an opportunity [redacted]ent before You were asked to sign. You authorize Us to
ocess a credit/debit [redacted]ur name for all charges due under this Agreement. Your
nature below is co[redacted]e applicable credit/debit card voucher.

ALL CHARGES SUBJECT TO FINAL AUDIT.

[redacted]

YOUR SIGNATURE

PAYMENT $_____ CHECK# _____ [AE] [MC] [V] [_____] CARD VERIFIED EXP _____

REFUND $_____

CUSTOMER INITIALS X _____

[redacted]

# RENTAL AGREEMENT
FOR A TEMPORARY SUBSTITUTE VEHICLE

DICK HANNAH KIA
3400 NE AUTO MALL DRIVE
VANCOUVER, WA 98662
(360) 944-3433

[redacted]

RO NO [redacted]

US [redacted]

TEAM SERVICE MANAGER

OM [redacted]

MILEAGE IN

YEAR/MAKE/MODEL/COLOR

TY Washougal STATE WA [redacted]

MILEAGE OUT

DATE AND TIME 12/30/17 IN A.M. P.M.

RIVER'S LICENSE NO [redacted] STATE WA 12/2/21

MILES DRIVEN

DATE AND TIME 12/6/17 OUT A.M. P.M.

RTH DATE 12/2/56 HOME TELEPHONE [redacted]

MILES ALLOWED

YOU AGREE TO RETURN THE VEHICLE TO THE ABOVE LOCATION ON OR BEFORE

DATE DUE IN / / A.M. P.M.

CHARGEABLE MILES

## CUSTOMER VEHICLE INSURANCE INFORMATION

OMPANY AARP POLICY NO [redacted] EXPIRED 5/23/18

GENT HARTFORD TELEPHONE (800) 423 6789

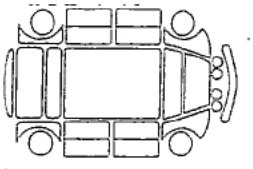
SURED VEHICLE YEAR / MAKE / MODEL / COLOR: 17 Kia Sportage

FUEL

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

## DAMAGE DESCRIPTION

INITIALS _____



SHOP NAME

PHONE NUMBER

SHOP CONTACT

VEHICLE MAKE / MODEL

NAME OF INSURED

## ADDITIONAL DRIVER INFORMATION

DITIONAL DRIVER NAME | LICENSE NO. | STATE | BIRTHDATE / /

DITIONAL DRIVER VEHICLE INSURANCE COMPANY | POLICY NO. | EXPIRES

ENT | TELEPHONE ( )

URED VEHICLE YEAR / MAKE / MODEL / COLOR

DITIONAL DRIVER NAME | LICENSE NO. | STATE | BIRTHDATE / /

DITIONAL DRIVER VEHICLE INSURANCE COMPANY | POLICY NO. | EXPIRES

ENT | TELEPHONE ( )

URED VEHICLE YEAR / MAKE / MODEL / COLOR

HICLE CONDITION OUT: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

HICLE CONDITION IN: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:

| 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 — |

nderstand and agree to not Smoke or have any Pets in this vehicle while in my care.
ave inspected this vehicle and it currently does not have odor from smoking, pets or pet hair.
ave 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.

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

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

ALL CHARGES SUBJECT TO FINAL AUDIT.

| PAYMENT | REFUND |
|---|---|
| $ _____ | $ _____ |
| CHECK# _____ | |
| [AE] [MC] [V] [_____] | CUSTOMER INITIALS X _____ |
| CARD VERIFIED EXP _____ | [redacted] |

IR NATURE:

# WRTY115 NATIONAL OR REGIONAL AUTHORIZATION REQUEST FORM (KIA)

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 NEZ 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 96560 3R116 | HEAD UNIT ASSY-AVN | C | 3200.00 | 5333.00 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|
| 96560 3R116 | HEAD UNIT ASSY-AVN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | |

Parts Order View

<< Parts Order Inquiry

**WebDCS Screenshot that validates when a part was ordered and received**

Feb 20, 2017

| | | | |
|---|---|---|---|
| Dealer | | Status | INVOICED |
| Order | [redacted] | Qty | 1 |
| Order Date | Feb 16, 2017 | Control Number | [redacted] |
| Shipment Number | [redacted] | Ship To Address | |
| Order Type | S | Entry Method | D |
| Ship PDC | [redacted] | PDC Receive Date | Feb 16, 2017 |
| Dealer Instruction | | PDC Receive Time | 16:49 |
| Order by | DMS | Entered by | KTH |
| Carrier | | Date Shipped | Feb 17, 2017 |
| Track Number | [redacted] | Invoice Date | Feb 17, 2017 |
| Invoice Number | [redacted] | Packer | NPA |
| | | Number of Boxes | 1 |
| | | Total Weight | 5.0 |
| | | Late E | |

Packing List Print

| No | Part Number | Part Name | Order | Allocation | Shipped | BOCal | Ref | Adv | Dealer Location |
|---|---|---|---|---|---|---|---|---|---|
| 1 | 62615 4D000 | FLANGE NUT | 3 | | 3 | | | | BOX |

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

| DPSM signature or attach email approval received from DPSM: | Date: |
|---|---|
| [redacted] | 01-04-2018 |

[redacted]

# Parts Order View

<< Parts Order Inquiry

Jan 04, 20[redacted]

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | WA027 Dick Hannah Kia | | **Status** | INVOICED | |
| **Order** | [redacted] | | **Org** | 1 | |
| **Order Date** | Nov 30, 2017 | | **Control Number** | [redacted] | |
| **Shipment Number** | [redacted] | | **Ship To Address** | 3400 NE AUTO MALL DRIVE, VANCOUVER, WA 98662 | |
| **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 | **Number of Boxes** | 1 |
| **Track Number** | VIEW TRACK NUMBER | **Invoice Date** | Dec 01, 2017 | **Total Weight** | 109.0 |
| **Invoice Number** | [redacted] | **Packer** | MPA | **Late E** | |

Packing List | Prin[redacted]

| No | Part Number | Part Name | Order | Allocation | Shipped | BOCnl | Ref | Adv | VIN | Dealer Location |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 79320 2E000 | HINGE ASSY-FR DR RH | 1 | | 1 | | | | | |
| 2 | 79320 2E000 | HINGE ASSY-FR DR RH | 1 | | 1 | | | | | [redacted] |
| 3 | 49551 3X000QQK | NUT-CASTLE | 4 | | 4 | | | | | 164 |
| 4 | 84126 A7000 | FILM-ANTI CHIPPG RH | 1 | | 1 | | | | | 207 |
| 5 | 182S1 2GH00R | REMAN SUB ENGINE | 1 | | | 1 | | B | | SOP |
| 6 | 22441 2E210 | GASKET-ROCKER COVER | 1 | | 1 | | | | | SOP |
| 7 | 22443 2E000 | SEAL-OIL | 4 | | 4 | | | | | SOP |
| 8 | 26250 2E021 | SCREEN ASSY-OIL | 1 | | | | 1 | J | | SOP |
| 9 | 26259 2E020 | GASKET-OIL SCREEN | 1 | | 1 | | | | | SOP |
| 10 | 28313 2GTA0 | GASKET-INTAKE MANIFO | 1 | | 1 | | | | | SOP |
| 11 | 28521 2GTA1 | GASKET-EXHAUST MANIF | 1 | | 1 | | | | | SOP |
| 12 | 70200 A7A00 | FRAME-SIDE, OUT., RH | 1 | | | | 1 | J | | SOP |
| 13 | 76004 A7001 | PANEL ASSY-FRONT DOO | 1 | | 1 | | | | | SOP |
| 14 | 77004 A7010 | PANEL ASSY-RR DR RH | 1 | | 1 | | | | | SOP |
| 15 | 79420 3K000 | HINGE ASSY-RR DR UPR | 1 | | 1 | | | | | SOP |
| 16 | 79420 3K000 | HINGE ASSY-RR DR UPR | 1 | | 1 | | | | | SOP |
| 17 | 87235 A7000 | CLIP-ROOF SIDE MLDG | 7 | | 7 | | | | | SOP |
| 18 | 95430 3F350 | TRANSMITTER ASSY | 1 | | 1 | | | | | SOP |

[redacted]

# Parts Order View

<< Parts Order Inquiry

Jan 04, 2018

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | WA027 Dick Hannah Kia | | **Status** | INVOICED | |
| **Order** | [redacted] | | **Org** | 0 | |
| **Order Date** | Dec 13, 2017 | | **Control Number** | [redacted] | |
| **Shipment Number** | [redacted] | | **Ship To Address** | 3400 NE AUTO MALL DRIVE, VANCOUVER, WA 98662 | |
| **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 | 182S1 2GH00R | REMAN SUB ENGINE | 1 | | 1 | | | | | SOP |

[redacted]

Charge Results

30/11/2017 11:02:59

VIN:

KNDPRCA68H[redacted]

Repair Order #

[redacted]

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

[redacted]

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

**Dick Hannah KIA**
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Vancouver, WA 98662
**P.O. Box 1679 Vancouver, WA 98668**
Phone: 360-944-3433 · Fax: 360-450-2230
www.dickhannahkia.com

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

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/ | [redacted] |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DD | | | 18:00 30NOV17 | | 0.00 | CASH | |

| R.O. OPENED | READY | OPTIONS: DLR:WA027 |
|---|---|---|
| 30NOV2017 07:28 | | |

| LINE | OP CODE | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|---|---|---|---|---|
| # A | 09K1ZKMPI | | 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 [redacted] 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 PROCEEDWITH REPAIRS WITHOUT A SIGNATURE! I hereby authorize (a) the above repair work to be performed along with the necessary materials (b) an addi ional 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 hat 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]

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[redacted]

[redacted]

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www.dickhannahkia.com

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

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/ | [redacted] |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DD | | | 18:00 30NOV17 | | 0.00 | CASH | |

| R.O. OPENED | READY | OPTIONS: DLR:WA027 |
|---|---|---|
| 30NOV2017 07:28 | | |

| LINE | OP CODE | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|---|---|---|---|---|
| # G | SA309A | | W | SA309A ECV & EVAP TEMP SENSOR REPLACEMENT \|CC: |

COMMENTS: HAT/TAG:#[redacted] Mileage:11,773 VIN:KNDPRCA68H7[redacted]

WE CANNOT PROCEEDWITH REPAIRS WITHOUT A SIGNATURE! I hereby authorize (a) the above repair work to be performed along with the necessary materials (b) an addi ional 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 hat 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:

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[redacted]

[redacted]

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Phone: 360-944-3433 · Fax: 360-450-2230
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 | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>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
A Perform The "MPI" (Kia Multi-Point Inspection)
     09K1ZKMPI Perform The "MPI" (Kia Multi-Point
          Inspection)
            7502 ISPG                                                          (N/C)
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                                                          (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00   TOTAL LINE B:           0.00
             ****************************************************
C Recall Inspect
     RI Recall Inspect
            7502 ISPG                                                          (N/C)
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: .
     21102R1A ENGINE SUB ASSY (LONG BLOCK) R&R (THETA)
            6984    W                                                          (N/C)
     RNTWAR RENTAL WARRANTY                                                    (N/C)
        1 182S1-2GH00R REMAN SUB ENGINE                                        (N/C)
        CORE CHARGE W                                                          (N/C)
        1 28313-2GTA0 GASKET-INTAKE MANIFO                                     (N/C)
        1 28521-2GTA1 GASKET-EXHAUST MANIF                                     (N/C)
        -1 182S1-2GH00R CORE RETURN                                            (N/C)
    FC:
    PART#: 23111-2G030
    COUNT: 0
    CLAIM TYPE:   W
```

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

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BUS: CELL:

SERVICE ADVISOR: 5625 THOMAS GEORGE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>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
11773
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.
**********
E SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE
SA238 SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE
6984 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
11773 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 | |
| **PLEASE PAY THIS AMOUNT** | |

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| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>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
F SA305 E-CVVT COVER INSPECTION AND MOTOR PLUG REPLACEMENT
     SA305 SA305 E-CVVT COVER INSPECTION AND MOTOR
          PLUG REPLACEMENT
            6984    W                                                            (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00   TOTAL LINE F:             0.00
 11773 COMPLETED SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE
            ***************************************************
G SA309A ECV & EVAP TEMP SENSOR REPLACEMENT
     SA309A SA309A ECV & EVAP TEMP SENSOR REPLACEMENT
            6984    W                                                            (N/C)
        1 97143-C5000QQK THERMISTOR ASSY-A/C                                     (N/C)
        1 97674-D3000QQK VALVE-CONTROL                                           (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00   TOTAL LINE G:             0.00
 11773 COMPLETED SA309A ECV & EVAP TEMP SENSOR REPLACEMENT
            ***************************************************
  HAT/TAG:#[redacted] Mileage:11,773
  VIN:KNDPRCA68H70 [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 |
| **PLEASE PAY THIS AMOUNT** | 0.00 |

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BUS: CELL:

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| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DD | | | 18:00 30NOV17 | | 0.00 | CASH | 30DEC17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 07:28 30NOV17 | 14:45 30DEC17 | DLR:WA027 |

```
LINE OPCODE TECH TYPE HOURS                                    LIST      NET     TOTAL
A Perform The "MPI" (Kia Multi-Point Inspection)
     09K1ZKMPI 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:#[redacted]  Mileage:11,773
  VIN:KNDPRCA68H70 [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 |
| **PLEASE PAY THIS AMOUNT** | 0.00 |

CUSTOMER SIGNATURE

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[redacted]

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WARRANTY

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| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DL | | | 18:00 30NOV17 | | 0.00 | CASH | 30DEC17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 07:28 30NOV17 | 14:45 30DEC17 | DLR:WA027 |

```
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: .
     21102R1A ENGINE SUB ASSY (LONG BLOCK) R&R (THETA)
            6984    W  6.80                                          754.80   754.80
     RNTWAR RENTAL WARRANTY                                         1530.00  1530.00
        1 182S1-2GH00R REMAN SUB ENGINE                   3358.35   3358.35  3358.35
        CORE CHARGE W                                              2000.00  2000.00
        1 28313-2GTA0 GASKET-INTAKE MANIFO                  14.75     14.75    14.75
        1 28521-2GTA1 GASKET-EXHAUST MANIF                  41.60     41.60    41.60
        -1 182S1-2GH00R CORE RETURN                       3358.35   2000.00 -2000.00
    FC:
    PART#: 23111-2G030
    COUNT: 0                        204881     341470 TPARTS
    CLAIM TYPE:   W
    AUTH CODE:
                                     16796      75480 TLABOR

TECH:    6984 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

 11773
 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

[redacted]

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CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

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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 THOMAS GEORGE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DD | | | 18:00 30NOV17 | | 0.00 | CASH | 30DEC17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 07:28 30NOV17 | 14:45 30DEC17 | DLR:WA027 |

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.

**********

E SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE
CONCERN CODE:
SA238 SA238 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

11773 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
6984 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

[redacted]

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CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 3

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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 | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DL | | | 18:00 30NOV17 | | 0.00 | CASH | 30DEC17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 07:28 30NOV17 | 14:45 30DEC17 | DLR:WA027 |

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

TECH:    6984 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
            6984    W  1.00                                          111.00   111.00
        1 97143-C5000QQK THERMISTOR ASSY-A/C                   8.35     8.35     8.35
        1 97674-D3000QQK VALVE-CONTROL                        98.10    98.10    98.10
                                              6385        10645 TPARTS
                                              2470        11100 TLABOR

TECH:    6984 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:#[redacted] Mileage:11,773
  VIN:KNDPRCA68H70 [redacted]

TECH:    6984 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** | |

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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 | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DD | | | 18:00 30NOV17 | | 0.00 | CASH | 30DEC17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 07:28 30NOV17 | 14:45 30DEC17 | DLR:WA027 |

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

| TRGT/ACCOUNT | SALE | COST | CONTROL | TRGT/ACCOUNT | SALE | COST | CONTROL |
|---|---|---|---|---|---|---|---|
| 7/[redacted] | 97680 | 21736 | | 7/[redacted] | 153000 | 0 | |
| 7/[redacted] | 352115 | 211266 | | 7/[redacted] | 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 |

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[redacted]

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CUSTOMER #: [redacted]

[redacted]

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DUPLICATE 1
PAGE 1

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HOME: CONT:N/A ** PRE-INVOICE **
BUS: CELL: SERVICE ADVISOR: 5625 THOMAS GEORGE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 12148/12148 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DD | | | 18:00 26JAN18 | | 0.00 | CASH | 27JAN18 |

| 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)
     09K1ZKMPI 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  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  OTHER:      0.00   TOTAL LINE B:        0.00
 12148 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  OTHER:      0.00   TOTAL LINE C:        0.00
D RECALL INSPECT
     RI RECALL INSPECT
           99999 ISPG  0.00  0.00      0       0                   0.00     0.00
PARTS:      0.00  LABOR:      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.
            7229IWASH  0.00  0.40      0       0                   0.00     0.00
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00   TOTAL LINE E:        0.00
F C/S AFTER REPLACING ENGINE RO [redacted] SHE HAS AN OIL LEAK
CONCERN CODE:
     REQUEST1 C/S AFTER REPLACING ENGINE RO [redacted] SHE
          HAS AN OIL LEAK
```

| 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

[redacted]

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*ACCOUNTING*

DUPLICATE 1
PAGE 2

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www.dickhannahkia.com

HOME: CONT:N/A ** PRE-INVOICE **
BUS: CELL: SERVICE ADVISOR: 5625 THOMAS GEORGE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 12148/12148 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DD | | | 18:00 26JAN18 | | 0.00 | CASH | 27JAN18 |

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 7502 | ISGW | | 0.00 | 0.00 | 0 | 0 | | | 0.00 | 0.00 |
| 1 | 28246-2C400 GASKET-T/C | | | | | | | | | | |
| | OIL DRAIN | | | | | 288 | 864 | 0 | 8.64 | 8.64 | 8.64 |
| 1 | 28246-2G430 GASKET | | | | | 350 | 1050 | 0 | 10.50 | 10.50 | 10.50 |

PARTS: 19.14 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 19.14

12148 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:#[redacted] MILEAGE:12,148

VIN:KNDPRCA68H70 [redacted]

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

| TRGT/ACCOUNT | SALE | COST | CONTROL | TRGT/ACCOUNT | SALE | COST | CONTROL |
|---|---|---|---|---|---|---|---|
| 7/[redacted] | 0 | 0 | | 7/[redacted] | 0 | 0 | |
| 7/[redacted] | 1914 | 638 | | 7/[redacted] | 161 | 0 | |
| 7/[redacted] | 0 | ******* | | 7/[redacted] | 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 |
| **PLEASE PAY THIS AMOUNT** | 0.00 |

CUSTOMER SIGNATURE

[redacted]

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[redacted] [redacted]

[redacted]

[redacted] [redacted]

[redacted]

[redacted]

CUSTOMER #: [redacted]

[redacted]

[redacted]

*INVOICE*

DUPLICATE 1
PAGE 2

Dick Hannah DEALERSHIPS

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Vancouver, WA 98662
**P.O. Box 1679 Vancouver, WA 98668**
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www.dickhannahkia.com

HOME:
BUS:
CONT:N/A
CELL:

SERVICE ADVISOR: 5625 THOMAS GEORGE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 12148/12148 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DD | | | 18:00 26JAN18 | | 0.00 | CASH | 27JAN18 |

| R.O. OPENED | READY | OPTIONS: DLR:WA027 |
|---|---|---|
| 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
            7502 ISGW                                                          (N/C)
        1 28246-2C400 GASKET-T/C OIL DRAIN                                     (N/C)
        1 28246-2G430 GASKET                                                   (N/C)
PARTS:        0.00  LABOR:       0.00  OTHER:       0.00   TOTAL LINE F:       0.00
 12148 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
           99999 ISGW                                                          (N/C)
PARTS:        0.00  LABOR:       0.00  OTHER:       0.00   TOTAL LINE G:       0.00
            ***************************************************
  HAT/TAG:#[redacted] MILEAGE:12,148
  VIN:KNDPRCA68H70[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 |
| **PLEASE PAY THIS AMOUNT** | 0.00 |

CUSTOMER SIGNATURE

[redacted]

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Insp 2

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

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**P.O. Box 1679 Vancouver, WA 98668**
Phone: 360-944-3433 · Fax: 360-450-2230
www.dickhannahkia.com

HOME
BUS:

CONT:N/A
CELL:

SERVICE ADVISOR: 5625 GEORGE,THOMAS

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 12148/ | [redacted] |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DD | | | 18:00 26JAN18 | | 0.00 | CASH | |

| R.O. OPENED | READY | OPTIONS: DLR:WA027 |
|---|---|---|
| 26JAN2018 07:21 | | |

| LINE | OP CODE | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|---|---|---|---|---|
| # A | 09K1ZKMPI | | ISPG | PERFORM THE "MPI" (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 | REQUEST Done TSD | | W | C/S AFTER REPLACING ENGINE RO [redacted] 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 _____ [redacted]
CUSTOMER SIGNATURE

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| R.O. OR W.O. NO. | EMPL. NO. | MECH. PAY $ | FLAT RATE TIME | W - TIME | REPAIR ORDER TIME | OFF |
|---|---|---|---|---|---|---|
| 118429 | XX | # | 1.0 | FEED LINE | 7502 | JAN 27 7.71 ON |

CUSTOMER # [redacted]

[redacted]

[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 | KNDPRCA68H[redacted] | | 12148/ | [redacted] |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DD | | | 18:00 26JAN18 | | 0.00 | CASH | |

| R.O. OPENED | READY | OPTIONS: DLR:WA027 |
|---|---|---|
| 26JAN2018 07:21 | | |

| LINE | OP CODE | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|---|---|---|---|---|
| # G | RENTAL | | W | RENTAL CAR PROVIDED \|CC: |

COMMENTS: HAT/TAG [redacted] MILEAGE:12,148 VIN:KNDPRCA68H[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 |
|---|---|---|---|

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X _____ [redacted]
CUSTOMER SIGNATURE

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[redacted]

[redacted] [redacted]

[redacted]

[redacted]

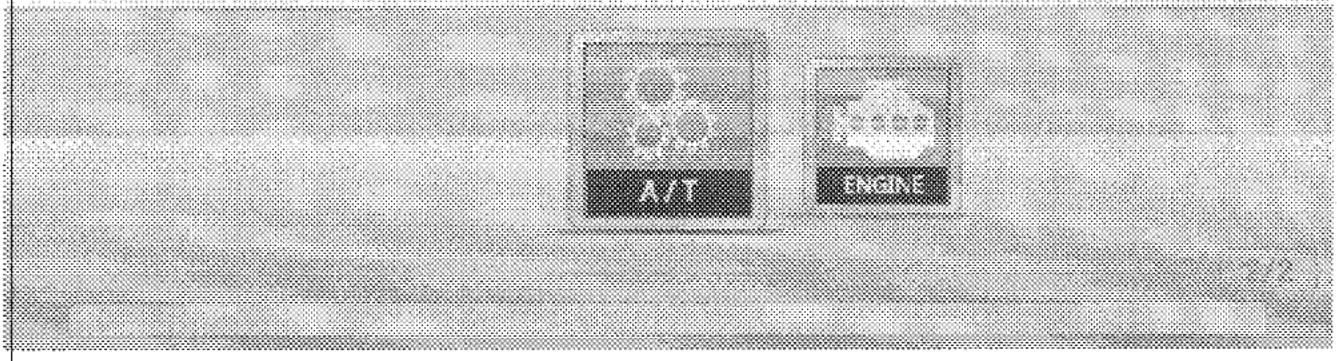
[redacted]

KDS KNDPRCA68H7[redacted] 01/26/18 08:34

HOME Online SPORTAGE(QL)/2017/G 2.0 T-G.. VCI

## Fault Code Searching

Rescan | Erase All DTC | Go to DTC | Save




| System | Status | Result |
|---|---|---|
| ENGINE | NO DTC | Good |
| AT | NO DTC | Good |

| System | DTC | Description | State |
|---|---|---|---|
| | NO DTC | | |

| | | | |
|---|---|---|---|
| S/W Ver. | M-N-K-01-00-0096 | VCI Ver. | 02.11 |
| ECU Ver. | M-N-K-01-00-0057 | OS Ver. | Android 7.0 |
| ECU Cal. ID | | TCU Cal. ID | [redacted] |

Post-it™ brand
Fax Transmittal Memo 7672

To CASEY CROWELL
Company KIA
Location
Fax # 949-299-3242 Telephone # 949-468-4822
Comments SETTLEMENT AGREEMENT CASE [redacted]

No. of Pages 2 Today's Date 3-23-18 Time
From [redacted]
Company
Location Dept. Charge
Fax # [redacted]
Original Disposition: ☐ Destroy ☐ Return ☐ Call for pickup

**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 **KNDPRCA68H7**[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.



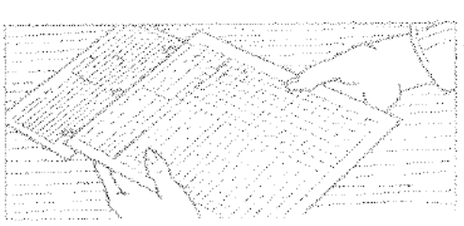
[redacted]

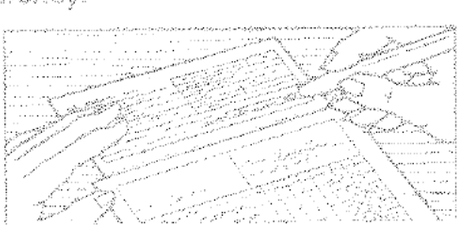
Fax To #

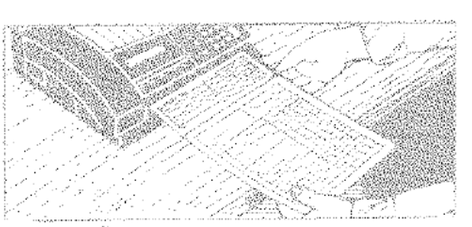
Post-it™

# FAX Transmittal Memo

*Eliminates Cover Sheets – Saves You Money!*







7672 [redacted] 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's Name: [redacted]

By: [redacted]

Date: 3/23/18



[redacted]

[redacted]

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

**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 THOMAS GEORGE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DL | | | 18:00 30NOV17 | | 0.00 | CASH | 30DEC17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 07:28 30NOV17 | 14:45 30DEC17 | DLR:WA027 |

```
LINE OPCODE TECH TYPE A/HRS S/HRS    COST     SALE  COMP     LIST       NET     TOTAL
A Perform The "MPI" (Kia Multi-Point Inspection)
     09K1ZKMPI 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  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
            7502 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: .
     21102R1A ENGINE SUB ASSY (LONG BLOCK) R&R (THETA)
            6984    W  0.00  6.80  16796   75480                   754.80    754.80
     RNTWAR RENTAL WARRANTY            0  153000                  1530.00   1530.00
        1 182S1-2GH00R REMAN SUB
        ENGINE                    201500  335835     0 3358.35  3358.35   3358.35
        CORE CHARGE W             200000  200000                2000.00   2000.00
        1 28313-2GTA0
        GASKET-INTAKE MANIFO         885    1475     0   14.75    14.75     14.75
        1 28521-2GTA1
        GASKET-EXHAUST MANIF        2496    4160     0   41.60    41.60     41.60
        -1 182S1-2GH00R CORE
        RETURN                   -200000 -200000     0 3358.35  2000.00  -2000.00
    FC:
    PART#: 23111-2G030
    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

[redacted]

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CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

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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 | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DL | | | 18:00 30NOV17 | | 0.00 | CASH | 30DEC17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 07:28 30NOV17 | 14:45 30DEC17 | DLR:WA027 |

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

CLAIM TYPE: W
AUTH CODE:

[redacted] 75480 TLABOR

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

11773
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.
E SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE
CONCERN CODE:
SA238 SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE
6984 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 | |
| **PLEASE PAY THIS AMOUNT** | |

CUSTOMER SIGNATURE

[redacted]

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CUSTOMER #: [redacted]

[redacted]

[redacted]

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SERVICE ADVISOR: 5625 THOMAS GEORGE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DD | | | 18:00 30NOV17 | | 0.00 | CASH | 30DEC17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 07:28 30NOV17 | 14:45 30DEC17 | DLR:WA027 |

```
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
 11773 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
            6984    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
 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
            6984    W  0.00  1.00   2470   11100                   111.00    111.00
        1 97143-C5000QQK
        THERMISTOR ASSY-A/C          500     835     0    8.35      8.35      8.35
        1 97674-D3000QQK
        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:#[redacted]  Mileage:11,773
  VIN:KNDPRCA68H70 [redacted]
*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT  SALE      COST   CONTROL   TRGT/ACCOUNT  SALE      COST   CONTROL
  7/[redacted]          0        0          7/[redacted]        97680    21736
  7/[redacted]     153000        0          7/[redacted]       352115   211266
  7/[redacted]          0  *******          7/[redacted]       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 |
| **PLEASE PAY THIS AMOUNT** | 0.00 |

CUSTOMER SIGNATURE

[redacted]

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CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

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|---|---|---|---|---|---|---|
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| R.O. OPENED | READY | OPTIONS: DLR:WA027 |
|---|---|---|
| 30NOV2017 07:28 | | |

| LINE | OP CODE | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|---|---|---|---|---|
| # A | 09K1ZKMPI | | 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 [redacted] 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 PROCEEDWITH REPAIRS WITHOUT A SIGNATURE! I hereby authorize (a) the above repair work to be performed along with the necessary materials (b) an addi ional 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 hat 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]

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CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 2

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

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/ | [redacted] |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DD | | | 18:00 30NOV17 | | 0.00 | CASH | |

| R.O. OPENED | READY | OPTIONS: DLR:WA027 |
|---|---|---|
| 30NOV2017 07:28 | | |

| LINE | OP CODE | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|---|---|---|---|---|
| # G | SA309A | | W | SA309A ECV & EVAP TEMP SENSOR REPLACEMENT \|CC: |

COMMENTS: HAT/TAG:#[redacted] Mileage:11,773 VIN:KNDPRCA68H7[redacted]

WE CANNOT PROCEEDWITH REPAIRS WITHOUT A SIGNATURE! I hereby authorize (a) the above repair work to be performed along with the necessary materials (b) an addi ional 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 hat 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]

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CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

Dick Hannah DEALERSHIPS
**Dick Hannah KIA**
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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 THOMAS GEORGE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>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
A Perform The "MPI" (Kia Multi-Point Inspection)
     09K1ZKMPI Perform The "MPI" (Kia Multi-Point
          Inspection)
            7502 ISPG                                                          (N/C)
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                                                          (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00   TOTAL LINE B:           0.00
             ****************************************************
C Recall Inspect
     RI Recall Inspect
            7502 ISPG                                                          (N/C)
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: .
     21102R1A ENGINE SUB ASSY (LONG BLOCK) R&R (THETA)
            6984    W                                                          (N/C)
     RNTWAR RENTAL WARRANTY                                                    (N/C)
        1 182S1-2GH00R REMAN SUB ENGINE                                        (N/C)
        CORE CHARGE W                                                          (N/C)
        1 28313-2GTA0 GASKET-INTAKE MANIFO                                     (N/C)
        1 28521-2GTA1 GASKET-EXHAUST MANIF                                     (N/C)
        -1 182S1-2GH00R CORE RETURN                                            (N/C)
    FC:
    PART#: 23111-2G030
    COUNT: 0
    CLAIM TYPE:   W
```

| 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

[redacted]

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CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

Dick Hannah DEALERSHIPS
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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 | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>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
11773
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.
**********
E SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE
SA238 SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE
6984 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
11773 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 | |
| **PLEASE PAY THIS AMOUNT** | |

CUSTOMER SIGNATURE

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[redacted]

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INVOICE

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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 | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>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
F SA305 E-CVVT COVER INSPECTION AND MOTOR PLUG REPLACEMENT
     SA305 SA305 E-CVVT COVER INSPECTION AND MOTOR
          PLUG REPLACEMENT
            6984    W                                                            (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00   TOTAL LINE F:             0.00
 11773 COMPLETED SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE
            ***************************************************
G SA309A ECV & EVAP TEMP SENSOR REPLACEMENT
     SA309A SA309A ECV & EVAP TEMP SENSOR REPLACEMENT
            6984    W                                                            (N/C)
        1 97143-C5000QQK THERMISTOR ASSY-A/C                                     (N/C)
        1 97674-D3000QQK VALVE-CONTROL                                           (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00   TOTAL LINE G:             0.00
 11773 COMPLETED SA309A ECV & EVAP TEMP SENSOR REPLACEMENT
            ***************************************************
  HAT/TAG:#[redacted] Mileage:11,773
  VIN:KNDPRCA68H70 [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 |
| **PLEASE PAY THIS AMOUNT** | 0.00 |

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[redacted]

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INTERNAL

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BUS: CELL:

SERVICE ADVISOR: 5625 THOMAS GEORGE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DD | | | 18:00 30NOV17 | | 0.00 | CASH | 30DEC17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 07:28 30NOV17 | 14:45 30DEC17 | DLR:WA027 |

```
LINE OPCODE TECH TYPE HOURS                                    LIST      NET     TOTAL
A Perform The "MPI" (Kia Multi-Point Inspection)
     09K1ZKMPI 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:#[redacted]  Mileage:11,773
  VIN:KNDPRCA68H70 [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 |
| **PLEASE PAY THIS AMOUNT** | 0.00 |

CUSTOMER SIGNATURE

[redacted]

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[redacted]

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PAGE 1

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BUS: CELL:

SERVICE ADVISOR: 5625 THOMAS GEORGE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DL | | | 18:00 30NOV17 | | 0.00 | CASH | 30DEC17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 07:28 30NOV17 | 14:45 30DEC17 | DLR:WA027 |

```
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: .
     21102R1A ENGINE SUB ASSY (LONG BLOCK) R&R (THETA)
            6984    W  6.80                                          754.80   754.80
     RNTWAR RENTAL WARRANTY                                         1530.00  1530.00
        1 182S1-2GH00R REMAN SUB ENGINE                   3358.35   3358.35  3358.35
        CORE CHARGE W                                              2000.00  2000.00
        1 28313-2GTA0 GASKET-INTAKE MANIFO                  14.75     14.75    14.75
        1 28521-2GTA1 GASKET-EXHAUST MANIF                  41.60     41.60    41.60
        -1 182S1-2GH00R CORE RETURN                       3358.35   2000.00 -2000.00
    FC:
    PART#: 23111-2G030
    COUNT: 0                        204881     341470 TPARTS
    CLAIM TYPE:   W
    AUTH CODE:
                                     16796      75480 TLABOR

TECH:    6984 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

 11773
 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** | |

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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 | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DD | | | 18:00 30NOV17 | | 0.00 | CASH | 30DEC17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 07:28 30NOV17 | 14:45 30DEC17 | DLR:WA027 |

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.

**********

E SA238 2017 QL HVAC CONTROL UNIT LOGIC UPDATE
CONCERN CODE:
SA238 SA238 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

11773 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
6984 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

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|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DL | | | 18:00 30NOV17 | | 0.00 | CASH | 30DEC17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 07:28 30NOV17 | 14:45 30DEC17 | DLR:WA027 |

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

TECH:    6984 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
            6984    W  1.00                                          111.00   111.00
        1 97143-C5000QQK THERMISTOR ASSY-A/C                   8.35     8.35     8.35
        1 97674-D3000QQK VALVE-CONTROL                        98.10    98.10    98.10
                                              6385        10645 TPARTS
                                              2470        11100 TLABOR

TECH:    6984 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:#[redacted] Mileage:11,773
  VIN:KNDPRCA68H70 [redacted]

TECH:    6984 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

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| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 17 | KIA SPORTAGE | KNDPRCA68H7[redacted] | | 11773/11803 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 IS<br>01JAN17 DD | | | 18:00 30NOV17 | | 0.00 | CASH | 30DEC17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 07:28 30NOV17 | 14:45 30DEC17 | DLR:WA027 |

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

| TRGT/ACCOUNT | SALE | COST | CONTROL | TRGT/ACCOUNT | SALE | COST | CONTROL |
|---|---|---|---|---|---|---|---|
| 7/[redacted] | 97680 | 21736 | | 7/[redacted] | 153000 | 0 | |
| 7/[redacted] | 352115 | 211266 | | 7/[redacted] | 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

[redacted]

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