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

PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

May 30, 2017

KIA
111 PETERS CANYON ROAD
IRVINE, CA 92606

RECEIVED
JUN 13 2017
CONSUMER AFFAIRS

Type of Loss:	Vehicle Fire
VIN\DOT Number:	KNAFX4A6XG[redacted]
Year:	2016
Make:	KIA
Model:	FORTE
Your Claim No:	N/A
Our Insured:	[redacted]
Address:	[redacted] EAU CLAIRE, WI [redacted]
Our Claim No:	[redacted]
Date of Loss:	05-16-17
Damages:	$ 12,511.30

NOTICE OF SUBROGATION CLAIM

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of Progressive Universal Insurance Company damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of $12,511.30 to my attention, payable to "Progressive Universal Insurance Company, as subrogee of [redacted] and remit to the following address:

Progressive-Subro
24344 Network Place
Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

Chad Johnson
Progressive Universal Insurance Company
Subrogation Representative
Phone: (440) 910-1610
Fax (888) 781-6947
CHAD_W_JOHNSON@progressive.com
Enclosure

[redacted]

PROGRESSIVE®

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Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

Subrogation 05-26-17 12:02 PM ET A092378/A092378
Authored By: CHAD W JOHNSON
NEW PRODUCT LIABILTY DEMAND REFERRAL
LOSS STATE: WI
VEHICLE ON HOLD: YES
TIRE KEPT: NA
STATUTE: MAY 16 23
DAMAGES: $ 12,011.30
LIAB/FACTS OF LOSS: IV CAUGHT FIRE- WAS PARKED- NOT RUNNING.
ASSIGNED TO: A092378
--
EXPERT HIRED: YES- O&C BEING COMPLETED.
EVIDENCE IN OUR FAVOR: IV UNDER WARRANTY- FD INITAIL REPORT BELIEVES FIRE CAUGHT FIRE DUE TO ELECTRICAL SHORT IN DASH- NO AM PARTS ON CAR- NO WORK DONE-
O&C BEING COMPLETED.
SUMMARY OF EVENTS/LIABILITY DECISION:IV CAUGHT FIRE AFTER BEING PARKED- NOT
RUNNING.

[redacted]

CMSD3011 /CMSM3011 P A C M A N MAY 30 17 - 8:47
OPID: A109760 SALVAGE INFORMATION REVISE TERMID: ?04N
INSD: [redacted] POL#: [redacted]-10
DOL : MAY 16 17 WI-WIFTCA-GRP- CLM: [redacted] ACTIVE REP : S ANTONNEAU
PROP: 16, KIA, FORTE VIN: KNAFX4A6XG5[redacted]
PROP OWNER: [redacted]

SALVAGE STAT* O VEHICLE TYPE* 01 AUTOMOBILE
SALVAGE METHOD* A POOL POOL STOCK NUMBER: @
SALVAGE VENDOR* I020 IAA - APPLETON, WI
INITIAL STORAGE BEGAN: MAY 16 17 INITIAL STORAGE ENDED: 00 00
DATE TITLE ORDERED: 00 00 TITLE RECD/TYPE*
PRE TAX ACV: TAX,TAG,TITLE: TOTAL VALUE AMOUNT: 0.00
DATE SOLD: 00 00 SALE PRICE :
SALVAGE END BUYER:

TEXT:

L/COV DESC	L/COV	TOTAL FEES	NET RECOVERY
COMP	2101	0.00	0.00

DC913255 NOTE: PROPERTY/VEHICLE SELECTED HAS MULTIPLE FEATURES
COMMAND: SALREV F4=RECADD F5=SALFEA F10=SALREC F13=SALFEE

[redacted]

Progressive Group of Insurance Companies

Settlement Summary

Claim Information

Claim Number: [redacted]
Policy Number: [redacted]
Owner : [redacted]

Coverage Type of Loss: Comprehensive
Loss Date: 05/16/2017
Reported Date: 05/16/2017
Valuation Report ID: [redacted]

Vehicle Information

Loss Vehicle: 2016 Kia Forte LX 4 Door Sedan 1.8L 4 Cyl Gas A FWD
VIN: KNAFX4A6XG5[redacted]
Mileage: 13,381 miles
Title History: No

Location: WI 54703
Exterior Color:
License Plate: [redacted] Wisconsin
Title History Comments:

Loan Information		Payment Information	
Lien Holder Payoff:	$0.00	**Lien Holder Payment(s):**	$0.00
Loan/Lease Payoff Coverage:	$0.00	**Net to Owner:**	$12,011.30

Settlement

Stated Amount:	$0.00
Actual Cash Value:	$12,511.30
Base Value:	$12,361.30
Title History Adjustment:	-$0.00
Refurbishment Adjustments:	$0.00
After Market Parts Adjustment:	$150.00
Condition Adjustment:	$0.00
Prior Damage Adjustment:	-$0.00
Market Value:	$ 12,511.30
Settlement Adjustment(Pre-Tax):	$0.00
Fees:	$0.00
Taxes:	$0.00
Company Obtains:	$0.00
Net Settlement:	$12,511.30
Settlement Adjustment(Post-Tax):	$0.00
Deductible:	-$500.00
Other Adjustments:	$ 0.00
Total Settlement:	$12,011.30

Adjuster License #:

Comments:

[redacted]

Vehicle Valuation Report

Progressive Group of Insurance Companies (800) 321-9843

Claim Information

Claim Number	Policy Number	Loss Type	Owner
[redacted]		COMPREHENSIVE	[redacted]

Loss Date	Reported Date	Valuation Report Date	Valuation Report ID	Version Number
05/16/2017	05/16/2017	05/23/2017	[redacted]	1

Vehicle Information

Year	Make	Model	Location	Mileage
2016	Kia	Forte LX 4 Door Sedan 1.8L 4 Cyl Gas A FWD	WI 54703	13,381 miles

Ext Color	License	VIN	Title History
	[redacted] Wisconsin	KNAFX4A6XG5[redacted]	No

Valuation Summary

Loss Vehicle Adjustments

Adjustments specific to your vehicle

Base Value =	$12,361.30
Condition +	$0.00
Prior Damage +	$0.00
Aftermarket Parts +	$150.00
Refurbishment +	$0.00
Title History -	$0.00
Market Value =	$12,511.30

Settlement Adjustments

Adjustments specific to your policy

Deductible -	$500.00
Settlement Value =	$12,011.30

Settlement Value:

$12,011.30

Loss Vehicle Detail

Loss vehicle: 2016 Kia Forte | LX 4 Door Sedan | 1.8L 4 Cyl Gas A FWD

Standard Equipment

Exterior

Auto Off Projector Beam Halogen Headlamps w/Delay-Off

Black Side Windows Trim

Body-colored front bumper

Body-Colored Rear Bumper w/Black Rub Strip/Fascia Accent

Fixed Rear Window w/Defroster

Fully Galvanized Steel Panels

Spare Tire Mobility Kit

Trunk Rear Cargo Access

Wheels: 15" x 6.0" Steel w/Wheel Covers

Black grille w/chrome surround

Body-colored door handles

Body-Colored Power Heated Side Mirrors w/Manual Folding

Clearcoat paint

Front Windshield -inc: Sun Visor Strip

Light tinted glass

Tires: P195/65R15

Variable intermittent wipers

Interior

2 12V DC Power Outlets

5 Person Seating Capacity

Air filtration

Cargo Area Concealed Storage

Cargo Space Lights

Cloth seat trim

Delayed Accessory Power

Driver And Passenger Visor Vanity Mirrors

Fade-to-off interior lighting

Front Bucket Seats -inc: 6-way adjustable driver's seat

Front Cupholder

Full cloth headliner

HVAC -inc: Underseat Ducts

Interior Trim -inc: Chrome Interior Accents

Manual air conditioning

Outside temp gauge

Power Door Locks w/Autolock Feature

Radio w/Seek-Scan, Clock and Speed Compensated Volume Control

Rear cupholder

Remote Releases -Inc: Mechanical Trunk/Hatch and Mechanical Fuel

Trip computer

4-Way Passenger Seat -inc: Manual Recline and Fore/Aft Movement

60-40 Folding Bench Front Facing Fold Forward Seatback Rear Seat

Analog Display

Cargo Features -inc: Spare Tire Mobility Kit

Carpet Floor Trim and Carpet Trunk Lid/Rear Cargo Door Trim

Day-night rearview mirror

Driver / Passenger And Rear Door Bins

Driver foot rest

FOB Controls -inc: Trunk/Hatch/Tailgate

Front center armrest

Full Carpet Floor Covering

Full Floor Console w/Covered Storage and 2 12V DC Power Outlets

Illuminated glove box

Manual Adjustable Front Head Restraints and Manual Adjustable Rear Head Restraints

Manual tilt/telescoping steering column

Power 1st Row Windows w/Driver 1-Touch Down

Power Rear Windows

Radio: AM/FM/CD/MP3 Audio System -inc: SIRIUS satellite radio, USB/auxiliary input jacks, 4 speakers, Bluetooth wireless technology, and steering-wheel-mounted audio controls

Remote Keyless Entry w/Illuminated Entry and Panic Button

Seats w/Cloth Back Material

Urethane Gear Shift Knob

Vinyl Door Trim Insert	Window Grid Antenna
Wireless Streaming	

Mechanical

13.2 Gal. Fuel Tank	2.937 Axle Ratio
4-Wheel Disc Brakes w/4-Wheel ABS, Front Vented Discs, Brake Assist and Hill Hold Control	60-Amp/Hr 600CCA Maintenance-Free Battery w/Run Down Protection
90 amp alternator	Electric Power-Assist Steering
Front Anti-Roll Bar	Front-wheel drive
Gas-pressurized shock absorbers	Single stainless steel exhaust
Strut Front Suspension w/Coil Springs	Torsion beam rear suspension w/coil springs

Safety

ABS And Driveline Traction Control	Airbag Occupancy Sensor
Curtain 1st And 2nd Row Airbags	Dual Stage Driver And Passenger Front Airbags
Dual Stage Driver And Passenger Seat-Mounted Side Airbags	Electronic stability control (ESC)
Low Tire Pressure Warning	Outboard Front Lap And Shoulder Safety Belts -inc: Rear Center 3 Point, Height Adjusters and Pretensioners
Rear child safety locks	Side impact beams

Packages

LX POPULAR PACKAGE

-inc: soft-touch dash and front upper door panels, Sliding Armrest (vs, non-sliding on center console), Cruise Control, Sunglass Holder, Front Passenger Seat Back Map Pocket, Radio: AM/FM/CD/MP3, 4.3" rear camera display audio unit, SIRIUSXM satellite radio, USB/auxiliary input jacks, 4 speakers, tweeter speakers and Bluetooth wireless technology w/steering-wheel-mounted audio controls, Rear Camera Display, Outside Mirrors w/ Turn Signal Indicator, Dual Illuminated Visor Vanity Mirrors, Rear Center Armrest w/Cupholders, Map Light

Optional Equipment

CARPETED FLOOR MATS

***DIO/PIO =** Dealer/Port Installed Options

Loss Vehicle Base Value

Loss vehicle: 2016 Kia Forte | LX 4 Door Sedan | 1.8L 4 Cyl Gas A FWD

Comparable Vehicle Information

Search Radius used for this valuation: 75 miles from loss vehicle zip/postal code.

Typical Mileage for this vehicle: 15,000 miles

#	Vehicle Description	Mileage	Location	Distance From Loss Vehicle	Price	Adjusted Value
1	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	13,059	[redacted]	60 miles	$11,471.00 Sold Price	$11,131.08
2	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	17,928		67 miles	$13,499.00 Sold Price	$13,381.59
3	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	22,819		6 miles	$11,999.00 List Price	$12,248.76
4	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	15,435		6 miles	$12,991.00 List Price	$12,859.59
5	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	21,431		55 miles	$13,848.00 List Price	$12,925.16
6	2016 KIA FORTE LX 4D SDN 4 1.8NORMAL GAS A 2WD	13,692		74 miles	$12,793.00 List Price	$11,621.59
					Base Value:	**$12,361.30**

Loss Vehicle Adjustments

Loss vehicle: 2016 Kia Forte | LX 4 Door Sedan | 1.8L 4 Cyl Gas A FWD

Condition Adjustments

Condition Adjustment: $0.00 Overall Condition: 3.00-Good Typical Vehicle Condition: 3.00

Category	Condition	Comments
Interior		
CARPET	3 Good	
DASH/CONSOLE	3 Good	
SEATS	3 Good	
HEADLINER	3 Good	
GLASS	3 Good	
DOORS/INTERIOR PANELS	3 Good	
Exterior		
TRIM	3 Good	
PAINT	3 Good	
VINYL/CONVERTIBLE TOP	Typical	
BODY	3 Good	
Mechanical		
ENGINE	3 Good	
TRANSMISSION	3 Good	
Tire	3 Good	

Typical condition reflects a vehicle that is in ready-for-sale condition and reflects normal wear and tear for that vehicle type / age.

Comments:

After Market Parts and OEM Equipment Adjustments

Category	Description	Adjustment Type	Purchase Date	Amount Paid	Adjustment Amount
EXTERIOR	AFTERMARKET WHEELS	INSTANT QUOTE			$150.00

Title History Adjustment

Description	Adjustment Amount
The title history deduction is an average deduction that represents a variety of title history types such as flood, hail, collision, etc. and is not specific to a particular title type. In addition, the degree of the damage that resulted in a title history is assumed to be typical.	$0.00

Comparable Vehicles

Loss vehicle: 2016 Kia Forte | LX 4 Door Sedan | 1.8L 4 Cyl Gas A FWD

1 2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD **Sold Price: $11,471.00**

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
KNAFX4A69G5XXXXXX		03/23/2017	[redacted]	60 miles

Source

DEALER SALE - BUILDSHEET - J.D. POWER

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	13,381	13,059	-$15.88
Equipment			
LX POPULAR PACKAGE	Yes	No	$648.08
LX POPULAR PLUS PACKAGE	No	Yes	-$972.12
		Total Adjustments:	-$339.92
		Adjusted Price:	**$11,131.08**

Comparable Vehicle Package Details:

LX POPULAR PLUS PACKAGE

Comparable Vehicle Option Details:

CARPETED FLOOR MATS

2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD

Sold Price: $13,499.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
KNAFX4A6XG5XXXXXX		04/03/2017	[redacted]	67 miles

Source

DEALER SALE - BUILDSHEET - J.D. POWER

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	13,381	17,928	$263.93
Equipment			
LX POPULAR PACKAGE	Yes	No	$762.65
LX POPULAR PLUS PACKAGE	No	Yes	-$1,143.99
		Total Adjustments:	-$117.41
		Adjusted Price:	**$13,381.59**

Comparable Vehicle Package Details:

LX POPULAR PLUS PACKAGE

Comparable Vehicle Option Details:

CARPETED FLOOR MATS

2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD

List Price: $11,999.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
KNAFK4A60G5[redacted]		05/08/2017	[redacted]	6 miles

Source

DEALER WEB LISTING - BUILDSHEET - VAST.COM
PRESTIGE KIA MITSUBISHI
5500 FRIEDECK ROAD
EAU CLAIRE WI 54701
715-833-0177

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$797.00
Mileage	13,381	22,819	$413.88
Equipment			
LX POPULAR PACKAGE	Yes	No	$632.88
		Total Adjustments:	$249.76
		Adjusted Price:	**$12,248.76**

Comparable Vehicle Option Details:

CARPETED FLOOR MATS

4 2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD

List Price: $12,991.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
KNAFK4A64G5[redacted]		03/27/2017	[redacted]	6 miles

Source

DEALER WEB LISTING - BUILDSHEET - VAST.COM
PRESTIGE KIA MITSUBISHI
5500 FRIEDECK ROAD
EAU CLAIRE WI 54701
715-833-0177

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$920.00
Mileage	13,381	15,435	$106.61
Equipment			
LX POPULAR PACKAGE	Yes	No	$681.98
		Total Adjustments:	-$131.41
		Adjusted Price:	**$12,859.59**

Comparable Vehicle Option Details:

CARPETED FLOOR MATS

5 2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD

List Price: $13,848.00

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
KNAFX4A69G5[redacted]		03/27/2017	[redacted]	55 miles

Source

DEALER WEB LISTING - BUILDSHEET - VAST.COM
MOODY'S CHEVROLET BUICK
590 SOUTH WASSON LANE
RIVER FALLS WI 54022
715-425-2472

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$981.00
Mileage	13,381	21,431	$421.64
Equipment			
LX POPULAR PACKAGE	Yes	No	$726.95
LX POPULAR PLUS PACKAGE	No	Yes	-$1,090.43
		Total Adjustments:	-$922.84
		Adjusted Price:	**$12,925.16**

Comparable Vehicle Package Details:

LX POPULAR PLUS PACKAGE

Comparable Vehicle Option Details:

CARPETED FLOOR MATS

2016 KIA FORTE LX 4D SDN 4 1.8 NORMAL GAS A2WD **List Price: $12,793.00**

VIN	Stock No	Listing Date	ZIP/Postal Code	Distance from Loss Vehicle
KNAFX4A68G5[redacted]		05/22/2017	[redacted]	74 miles

Source

DEALER WEB LISTING - BUILDSHEET - VAST.COM
DAHL AUTOMOTIVE LACROSSE
712 4TH STREET SOUTH
LA CROSSE WI 54601
608-784-9600

Adjustments	Loss Vehicle	This Vehicle	Amount
Projected Sold Adjustment			-$850.00
Mileage	13,381	13,692	$15.97
Equipment			
LX POPULAR PACKAGE	Yes	No	$674.74
LX POPULAR PLUS PACKAGE	No	Yes	-$1,012.12
		Total Adjustments:	-$1,171.41
		Adjusted Price:	**$11,621.59**

Comparable Vehicle Package Details:

LX POPULAR PLUS PACKAGE

Comparable Vehicle Option Details:

CARPETED FLOOR MATS

Sub-Model Comparison

Sub-Model Description	Configuration	Original MSRP
2016 Kia Forte LX	4 Door Sedan 1.8L 4 Cyl Gas FWD	$17,700.00

Vehicle Valuation Methodology Explanation

WorkCenter Total Loss was built through a joint partnership between J.D. Power and Associates vehicle valuation division Power Information Network (P.I.N.) and Mitchell International, a leading provider of claims processing solutions to private passenger insurers.

WorkCenter Total Loss produces accurate and easy-to-understand vehicle valuations via this five step process:

Step 1 - Locate Comparable Vehicles

Locate vehicles similar to the loss vehicle in the same market area. WorkCenter Total Loss finds these vehicles in AutoTrader.com, Cars.com, Vast.com and directly from dealerships.

Step 2 - Adjust Comparable Vehicles

Make adjustments to the prices of the comparable vehicles. The comparable vehicles are identical to the loss vehicle except where adjustments are itemized. There are several types of comparable vehicle adjustments

- Projected Sold Adjustment - an adjustment to reflect consumer purchasing behavior (negotiating a different price than the listed price).
- Mileage Adjustment - an adjustment for differences in mileage between the comparable vehicle and the loss vehicle.
- Equipment- adjustments for differences in equipment between the comparable vehicle (e.g. equipment packages and options) and the loss vehicle.

Step 3 - Calculate Base Vehicle Value

The base vehicle value is calculated by averaging the adjusted prices of the comparable vehicles.

Step 4 - Calculate Loss Vehicle Adjustments

There are four types of loss vehicle adjustments:

- Condition Adjustment:

  Adjustments to account for the condition of the loss vehicle prior to the loss.

- Prior Damage Adjustment:

  Adjustments to account for any prior damage present on the loss vehicle prior to the loss.

- After Market Part Adjustment:

  Adjustments to account for any after market parts present on the loss vehicle prior to the loss.

- Refurbishment Adjustment:

  Adjustments to account for any refurbishment performed on the loss vehicle prior to the loss.

Step 5 - Calculate the Market Value

The Market Value is calculated by applying the loss vehicle adjustments to the base value.

Date: 5/23/2017 11:20 AM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID: Mitchell

PROGRESSIVE

Damage Assessed By: NICK LASZEWSKI
Appraised For: NICK LASZEWSKI
(920) 257-7389

Classification:

Type of Loss: Auto
Date of Loss: 5/16/2017
Deductible: 500.00
Claim Number: [redacted]

Insured: [redacted]
Owner:
Address: [redacted] EAU CLAIRE, WI [redacted]
Telephone: Home Phone: [redacted]
Contact Phone:

Cell Phone: [redacted]

Mitchell Service: [redacted]

Description: 2016 Kia Forte LX
Body Style: 4D Sed
VIN: KNAFX4A6XG5[redacted]
Mileage: 13,381
OEM/ALT: O
Color: WHITE
Options: PASSENGER AIRBAG, POWER LOCK, POWER WINDOW, POWER STEERING, REAR WINDOW DEFOGGER
AIR CONDITION, TILT STEERING COLUMN, AM/FM STEREO, DRIVER AIRBAG
HEATED EXTERIOR MIRROR, FRONT SIDE AIRBAG WITH HEAD PROTECTION
ANTI-LOCK BRAKE SYS., TRACTION CONTROL, TIRE INFLATION/PRESSURE MONITOR
AUXILIARY INPUT, BLUETOOTH WIRELESS CONNECTIVITY, SATELLITE RADIO, CD PLAYER
POWER ADJUSTABLE EXTERIOR MIRROR, AUTOMATIC TRANSMISSION, TRIP COMPUTER
FIRST ROW BUCKET SEAT, CLOTH SEAT, SIDE AIRBAGS, AUTOMATIC HEADLIGHTS
SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION, REMOTE DECKLID OR TAILGATE RELEASE
MP3 PLAYER, ELECTRONIC STABILITY CONTROL, KEYLESS ENTRY SYSTEM, REAR BENCH SEAT
STEERING WHEEL AUDIO CONTROLS

Drive Train: 1.8L Inj 4 Cyl 6A FWD
License: [redacted] WI

Search Code: None

Line Item	Entry Number	Labor Type	Operation	Line Item Description / Special/Manual Entry	Part Type/ Part Number	Dollar Amount	Labor Units
1	[redacted]	BDY *	ADD'L LABOR OP	OTL	Used/Recycled	INC	INC*

* - Judgment Item

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals
Labor Summary	0.0				0.00

II. Part Replacement Summary	Amount
Total Replacement Parts Amount	0.00

ESTIMATE RECALL NUMBER: 05/23/2017 11:19:59 [redacted]
Mitchell Data Version: OEM: MAY_17_V

Software Version: 7.1.220

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[redacted]

Date: 5/23/2017 11:20 AM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID: Mitchell

III. Additional Costs	Amount
Total Additional Costs	0.00

IV. Adjustments	Amount
Insurance Deductible	500.00-
Subtotal of Adjustments Exceeds Gross Total	
Customer Responsibility	0.00

I.	Total Labor:	0.00
II.	Total Replacement Parts:	0.00
III.	Total Additional Costs:	0.00
	Gross Total:	0.00
IV.	Total Adjustments:	0.00
	Net Total:	0.00

Point(s) of Impact
16 Non-Collision (S)

Insurance Co: PROGRESSIVE

Inspection Site: IAA-APPLETON
Address: 2591 South Casaloma Drive
Appleton, WI 54914
(920) 371-2999
Inspection Date: 5/23/2017

Event Log

File Created:	05/23/2017 08:21:49 AM
Estimate Started:	05/23/2017 11:19:44 AM
Estimate Printed:	Estimate not printed
Estimate Committed:	05/23/2017 11:19:59 AM
Estimate Uploaded:	05/23/2017 11:20:40 AM

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LexisNexis®

For Customer Support refer to the appropriate platform below:

OrderPoint
800-934-9698
Orderpoint.support@lexisnexis.com

Accurint for Insurance
866-277-8407
Accurint.support@lexisnexis.com

Lexis.com
Law Firm accounts
800-543-6862

PAGE COUNT: 3

CLIENT : [redacted]
DIVISION : ILINOIS 1463
ADJUSTER : DLM0028
CLAIM : [redacted]

TRANSACTION # : [redacted]
DATE : 05/17/2017

DATE OF LOSS : [redacted]2017 TIME OF LOSS :
STREET : [redacted]
CITY : EAU CLAIRE
COUNTY : EAU CLAIRE
STATE : WI

INVESTIGATING AGENCY : EAU CLAIRE FD
REPORT NUMBER : [redacted]
REPORT TYPE : Fire Car
PARTY 1 : [redacted]
PARTY 2 :
PARTY 3 :

CAR : MAKE : YEAR :
TAG :

DRIVER LICENSE :
ADDITIONAL INFO :

POLICY #:
POLICY STATE:
LOSS KIND:

NOTE :

[redacted]

Eau Claire Police Department

Incident #: [redacted]

Reporting Officer: Nicholas Rusin

Reported: [redacted]/2017 04:10:52

Incident

Incident Nature
ASSIST FIRE UNITS

Address
[redacted]
CLAIRE, WISCONSIN [redacted]

Occurred From
[redacted]/2017 04:05:00

Occurred To
[redacted]/2017 04:10:50

Received By
Jessica Achterberg

How Received
TELEPHONE

Contact
Laura Wright-Rodriguez

Disposition
CLOSED CASE

Miscellaneous Entry

Disposition Date
[redacted]/2017

Cleared

Cleared Date

Clearance
END CALL NORMALLY

Responding Officer(s)	Circumstances
Joshua OMalley	BIAS-NONE
Nicholas Rusin	FORCE-NONE USED
Joseph Wollum	DRUG-NONE
	LOC-ALLEY

Offenses

NO OFFENSE OBSERVED

Statute	Description	Category

Persons

[redacted]

Owner

Address
[redacted]
CLAIRE WISCONSIN [redacted]

Phone
[redacted]

DOB
[redacted]

Race
WHITE

Sex
M

Ethnicity
NON-HISPANIC

Height

Weight
170

Vehicles

[redacted]

2016 KIA

Vehicle

License
[redacted]

State

Color
WHITE

VIN
KNAFX4A6XG5[redacted]

Owner

License Type

Value
$0.00

Amount Recovered
$0.00

Narratives

Original Narrative

[redacted]2017 04:57:40

INCIDENT SYNOPSIS

NATURE OF THE CALL:
Vehicle Fire

BRIEF SUMMARY OF ACTIVITY:
Vehicle was engulfed.

ACTION TAKEN:
Nothing suspicious observed. Scene turned over to ECFD.

Supplemental Narrative [redacted]2017 04:48:56 Nicholas Rusin

On [redacted]17 at approximately 4:10 AM I, Officer Rusin, responded to [redacted] The caller reported a vehicle was on fire.

Upon arrival, Officers observed the vehicle to be a white 2016 Kia bearing WI registration [redacted] The vehicle was unoccupied and fully engulfed. The vehicle was parked in a gravel alley/parking area adjacent to the city shops lot. The vehicle was about 50 feet northeast of [redacted] next to a telephone pole. At the time of the call it was storming and lightning.

I spoke with the vehicle owner, [redacted] stated he drove the vehicle home about 2 hours ago. [redacted] stated it was locked with the windows up. [redacted] stated he had not been smoking in the car. [redacted] reported the car had no mechanical defects. [redacted] stated he was about to go to bed when his neighbor woke him up and stated the vehicle was on fire. [redacted] stated he has no enemies. [redacted] stated the vehicle was insured through Progressive.

The scene was turned over to ECFD. Officers checked the area, but nothing suspicious was observed. I did not observe any indication of lighting strikes to the adjacent telephone pole or trees.

Because the vehicle was not in motion and was not upon the roadway, no DT4000 was needed.

End of Report
Rusin 38499

[redacted]

Claim Payment Detail [redacted]

Payment Information

Disbursement Number: [redacted]
Draft Number:
Total Amount: $12,011.30
Invoice Number: [redacted]
Pay to the Order of: WESTCONSIN CREDIT UNION
Mailing Address: PO BOX 160
MENOMONIE, WI 54751-0160 USA
In Payment Of: Progressive Invoice Number: [redacted]

Reviewed Summary

Issuing Rep: A092207
Issue Date: 05-25-17
Last Updated Rep: A092207
Approved By:
Review Date:
Reviewed By:

Bank Information

Type: Loss
Stop Reason:
Stop Date:
Bank Code: 1CD
Cleared: No

Exposure Detail: COMP

Party Name: [redacted]
Property Description: 16 KIA FORTE
Payment Type: SUPPLEMENTAL PAYMENT
Amount Paid: $12,011.30
Deductible Taken: $500.00
Property Damage: $0.00
Rental: $0.00

[redacted]





















































KIA
KNHF

































Check Details

Check

Pay To The Order Of	KIA MOTORS FINANCE
Mailing Address	ATTN: RECOVERY SETTLEMENT, PO BOX 20875, FOUNTAIN VALLEY, CA 92728
Net Amount	$13,858.61
Memo	Claim [redacted]
Converted Payment	No

Payment Details

Gross Amount	$13,858.61
Tax Reporting	Not reportable
Reportable Amount	N/A
Deductions	

Deduction Type	Comments	Amount
Sum:		

Details

Check Number	[redacted]
Bank Account	
Invoice Number	
Bulk Invoice	<none>
Claimant	[redacted]
Date of Service	06/05/2017
Service Period	
Comments	
Joint Payees	

[redacted]

Payee	Type	Payee Tax ID
KIA MOTORS FINANCE	Vendor	

Recipient KIA MOTORS FINANCE

Instructions

Payment Method Manual check
Check Batching
Check Delivery
Check Instructions

Tracking

Status Cleared
Issue Date 06/05/2017
When To Pay
Created By Adam Swinehart
Created On 06/05/2017

Recurrence

Description N/A
Total Recurrence Amount

Approval History

Payments

[redacted]

Scheduled Send Date	Amount	Exposure	Coverage	Cost Type	Status	Pmt Type
	$13,858.61	1	Comprehensive	Indemnity	Submitted	Supplement

[redacted]

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CCC ONE MARKET VALUATION REPORT

Prepared for NATIONWIDE PROPERTY AND CASUALTY COMPANY

REPORT SUMMARY

CLAIM INFORMATION

Owner	[redacted] [redacted] Camden, AR [redacted]
Loss Vehicle	2016 Kia Forte LX Automatic
Loss Incident Date	05/01/2017
Claim Reported	05/02/2017

INSURANCE INFORMATION

Report Reference Number	[redacted]
Claim Reference	[redacted]
Adjuster	Hurst, David
Odometer	15,000
Last Updated	05/19/2017 08:15 AM

VALUATION SUMMARY

Base Vehicle Value	**$ 13,811.00**
Adjusted Vehicle Value	**$ 13,811.00**
Vehicular Tax (7.3599%) Tax reflects applicable state, county and municipal taxes.	+ $ 1,016.47
DMV Fee	+ $ 31.14
Value before Deductible	**$ 14,858.61**
Deductible	- $ 1,000.00
Total	**$ 13,858.61**

The total may not represent the total of the settlement as other factors (e.g. license and fees) may need to be taken into account.

The CCC ONE® Market Valuation Report reflects CCC Information Services Inc.'s opinion as to the value of the loss vehicle, based on information provided to CCC by NATIONWIDE PROPERTY AND CASUALTY COMPANY.

Loss vehicle has 14% fewer than average mileage of 17,500.

BASE VEHICLE VALUE

This is derived from comparable vehicle(s) available or recently available in the marketplace at the time of valuation, per our valuation methodology described on the next page.

ADJUSTED VEHICLE VALUE

This is determined by adjusting the Base Vehicle Value to account for the actual condition of the loss vehicle and certain other reported attributes, if any, such as refurbishments and after factory equipment.

Inside the Report

Valuation Methodology 2
Vehicle Information 3
Vehicle Condition 6
Comparable Vehicles 7
Valuation Notes 11
Supplemental Information 12

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[redacted]

VALUATION METHODOLOGY

How was the valuation determined?



CLAIM INSPECTION

NATIONWIDE PROPERTY AND CASUALTY COMPANY has provided CCC with the zip code where the loss vehicle is garaged, loss vehicle VIN, mileage, equipment, as well as loss vehicle condition, which is used to assist in determining the value of the loss vehicle.



DATABASE REVIEW

CCC maintains an extensive database of vehicles that currently are or recently were available for sale in the U.S. This database includes vehicles that CCC employees have physically inspected, as well as vehicles advertised for sale by dealerships or private parties. All of these sources are updated regularly.

SEARCH FOR COMPARABLES

When a valuation is created the database is searched and comparable vehicles in the area are selected. The zip code where the loss vehicle is garaged determines the starting point for the search. Comparable vehicles are similar to the loss vehicle based on relevant factors.



CALCULATE BASE VEHICLE VALUE

Adjustments to the price of the selected comparable vehicles are made to reflect differences in vehicle attributes, including mileage and options. Dollar adjustments are based upon market research.

Finally, the Base Vehicle Value is the weighted average of the adjusted values of the comparable vehicles based on the following factors:

- Source of the data (such as inspected versus advertised)
- Similarity (such as equipment, mileage, and year)
- Proximity to the loss vehicle's primary garage location
- Recency of information



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VEHICLE INFORMATION

VEHICLE DETAILS

Location	CAMDEN, AR [redacted]
VIN	KNAFK4A65G5[redacted]
Year	2016
Make	Kia
Model	Forte
Trim	LX
Body Style	Automatic
Body Type	Sedan
Engine -	
Cylinders	4
Displacement	1.8L
Fuel Type	Gasoline
Carburation	MPI
Transmission	Automatic Transmission
Curb Weight	2804 lbs

Vehicles sold in the United States are required to have a manufacturer assigned Vehicle Identification Number(VIN). This number provides certain specifications of the vehicle.

Please review the information in the Vehicle Information Section to confirm the reported mileage and to verify that the information accurately reflects the options, additional equipment or other aspects of the loss vehicle that may impact the value.

VEHICLE ALLOWANCES

Odometer	15,000	+ 225
Options		
Message Center	Reported	+ 78
Alarm	Reported	+ 150
Aftermarket Film Tint	Reported	+ 50

Reported* Option(s) added after initial valuation

Allowances are factors influencing the value of the loss vehicle when compared to a typical vehicle. The typical vehicle is a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard equipment. These allowances are displayed for illustrative purposes only.

The Base Vehicle Value is calculated from the comparable vehicles with adjustments to reflect the loss vehicle configuration

VEHICLE HISTORY SUMMARY

CCC VINguard®	1 Collision Estimate	05/02/2017
Experian AutoCheck	No Title Problem Found	

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VEHICLE INFORMATION

VEHICLE EQUIPMENT

Odometer	15,000	
Transmission	Automatic Transmission	✓
Power	Power Steering	✓
	Power Brakes	✓
	Power Windows	✓
	Power Locks	✓
	Power Mirrors	✓
	Power Trunk/Gate Release	✓
Decor/Convenience	Air Conditioning	✓
	Tilt Wheel	✓
	Rear Defogger	✓
	Intermittent Wipers	✓
	Console/Storage	✓
	Keyless Entry	✓
	Telescopic Wheel	✓
	Message Center	📋
Seating	Cloth Seats	✓
	Bucket Seats	✓
	Reclining/Lounge Seats	✓
Radio	AM Radio	✓
	FM Radio	✓
	Stereo	✓
	Search/Seek	✓
	CD Player	✓
	Steering Wheel Touch Controls	✓
	Auxiliary Audio Connection	✓
	Satellite Radio	✓
Wheels	Wheel Covers	✓
Safety/Brakes	Air Bag (Driver Only)	✓
	Passenger Air Bag	✓
	Anti-lock Brakes (4)	✓
	4-wheel Disc Brakes	✓

To the left is the equipment of the loss vehicle that NATIONWIDE PROPERTY AND CASUALTY COMPANY provided to CCC.

✓ **Standard** This equipment is included in the base configuration of the vehicle at time of purchase.

📋 **Additional** Equipment that is not Standard but was noted to be on the loss vehicle.

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VEHICLE INFORMATION

VEHICLE EQUIPMENT

	Front Side Impact Air Bags	✓
	Head/Curtain Air Bags	✓
	Hands Free	✓
	Alarm	📋
	Traction Control	✓
	Stability Control	✓
Exterior/Paint/Glass	Dual Mirrors	✓
	Heated Mirrors	✓
	Aftermarket Film Tint	📋
	Clearcoat Paint	✓
	Metallic Paint	📋

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VEHICLE CONDITION

COMPONENT CONDITION

	Condition	Inspection Notes	Value Impact
MECHANICAL			
Engine	AVERAGE PRIVATE	AVERAGE CONDITION UNABLE TO OPEN HOOD	$ 0
Transmission	AVERAGE PRIVATE	AVERAGE CONDITION UNABLE TO OPEN HOOD	$ 0
PAINT			
PAINT	AVERAGE PRIVATE	AVERAGE CONDITION NO RUST SPOTS OR ABNORNAL SCRATCHES, ETC.	$ 0
TIRES			
Front Tires	AVERAGE PRIVATE	AVERAGE CONDITION LF-6/32 RF-6/32	$ 0
Rear Tires	AVERAGE PRIVATE	AVERAGE CONDITION LR-7/32 RR-6/32	$ 0
BODY/GLASS			
BODY/ GLASS	AVERAGE PRIVATE	AVERAGE CONDITION ALL PANELS ALIGN PROPERLY	$ 0
INTERIOR			
INTERIOR	AVERAGE PRIVATE	AVERAGE CONDITION NORMAL WEAR AND TEAR TO VEHICLE INTERIOR. NO TORN SPOTS TO SEATS, CARPET, OR DASH PANEL	$ 0
Total Condition Adjustments			**$ 0**

NATIONWIDE PROPERTY AND CASUALTY COMPANY uses condition inspection guidelines to determine the condition of key components of the loss vehicle prior to the loss. The guidelines describe physical characteristics for these key components, for the condition selected based upon age. Inspection Notes reflect observations from the appraiser regarding the loss vehicle's condition.

CCC makes dollar adjustments that reflect the impact the reported condition has on the value of the loss vehicle as compared to Average Private condition. These dollar adjustments are based upon interviews with dealerships across the United States.

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COMPARABLE VEHICLES

Options	Loss Vehicle	Comp 1	Comp 2	Comp 3
Odometer	15,000	25,185	15,946	14,778
Automatic Transmission	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Mirrors	✓	✓	✓	✓
Power Trunk/Gate Release	✓	✓	✓	✓
Air Conditioning	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✗	✗	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Console/Storage	✓	✓	✓	✓
Keyless Entry	✓	✓	✓	✓
Telescopic Wheel	✓	✓	✓	✓
Message Center	✓	✗	✗	✗
Cloth Seats	✓	✓	✓	✓
Bucket Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
Steering Wheel Touch Controls	✓	✓	✓	✓
Auxiliary Audio Connection	✓	✓	✓	✓
Satellite Radio	✓	✓	✓	✓
Wheel Covers	✓	✓	✗	✗
Aluminum/Alloy Wheels	✗	✗	✓	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Anti-lock Brakes (4)	✓	✓	✓	✓
4-wheel Disc Brakes	✓	✓	✓	✓
Front Side Impact Air Bags	✓	✓	✓	✓
Head/Curtain Air Bags	✓	✓	✓	✓
Backup Camera W/ Parking Sensors	✗	✗	✓	✓
Hands Free	✓	✓	✓	✓
Alarm	✓	✗	✓	✓

Comp 1 Updated Date: 03/02/2017
2016 Kia Forte Lx Automatic 4 1.8l Gasoline Mpi
VIN KNAFK4A64G5[redacted]
Dealership Orr Chevrolet
Telephone (903) 794-5500
Source Autotrader
Stock # [redacted]
Distance from Camden, AR
72 Miles - Texarkana, TX

Comp 2 Updated Date: 04/20/2017
2016 Kia Forte Lx Automatic 4 1.8l Gasoline Mpi
VIN KNAFX4A63G5[redacted]
Dealership Crain Ford
Contact Keith Clark
Telephone (501) 221-3673
Source Inspected Inventory
Stock # [redacted]
Distance from Camden, AR
80 Miles - Little Rock, AR

Comp 3 Updated Date: 04/22/2017
2016 Kia Forte Lx Automatic 4 1.8l Gasoline Mpi
VIN KNAFX4A60G5[redacted]
Dealership Crain Chev
Contact Shawn Smith
Telephone (501) 542-6043
Source Inspected Inventory
Stock # [redacted]
Distance from Camden, AR
81 Miles - Little Rock, AR

Comparable vehicles used in the determination of the Base Vehicle Value are not intended to be replacement vehicles but are reflective of the market value, and may no longer be available for sale.

List Price is the sticker price of an inspected dealer vehicle and the advertised price for the advertised vehicle.

Take Price is the amount that the dealership will accept to sell the inspected vehicle, though a lower price may be obtainable through negotiation.

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COMPARABLE VEHICLES

Options	Loss Vehicle	Comp 1	Comp 2	Comp 3
Traction Control	✓	✓	✓	✓
Stability Control	✓	✓	✓	✓
Dual Mirrors	✓	✓	✓	✓
Heated Mirrors	✓	✓	✓	✓
Tinted Glass	✗	✓	✗	✗
Aftermarket Film Tint	✓	✗	✗	✗
Privacy Glass	✗	✗	✓	✓
Rear Spoiler	✗	✓	✗	✗
Signal Integrated Mirrors	✗	✗	✓	✓
Clearcoat Paint	✓	✓	✓	✓
Metallic Paint	✓	✗	✓	✗
List Price		$ 11,800	$ 16,195	$ 16,995
Take Price			$ 15,991	$ 15,495
Adjustments:				
Options		+ $ 128	- $ 527	- $ 527
Mileage		+ $ 840	+ $ 84	- $ 20
Condition[1]		- $ 759	- $ 759	- $ 759
Adjusted Comparable Value		**$ 12,009**	**$ 14,789**	**$ 14,189**

Distance is based upon a straight line between loss and comparable vehicle locations.

[1]The **Condition Adjustment** sets that comparable vehicle to Average Private condition, which the loss vehicle is also compared to in the Vehicle Condition section.

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COMPARABLE VEHICLES

ADDITIONAL COMPARABLE VEHICLES

Source	Vehicle	Price	Adjusted Comparable Value
Comp 4 Source: Inspected Inventory Car Town #1 Monroe, LA (318) 387-3952 83 Miles From Camden, AR	**2016 Kia Forte Lx Automatic 4 1.8l Gasoline Mpi** Odometer: 9,172 VIN: KNAFX4A64G5[redacted] Stock #: [redacted] Updated Date: 03/18/2017	$ 14,995 (Take)	$ 13,513
Comp 5 Source: Inspected Inventory Sparks Nissan Kia Monroe, LA (800) 416-0722 84 Miles From Camden, AR	**2016 Kia Forte Lx Automatic 4 1.8l Gasoline Mpi** Odometer: 9,178 VIN: KNAFX4A62G5[redacted] Stock #: [redacted] Updated Date: 04/20/2017	$ 15,000 (Take)	$ 13,068
Comp 6 Source: Inspected Inventory Crain Kia Sherwood, AR (501) 542-6042 95 Miles From Camden, AR	**2016 Kia Forte Lx Automatic 4 1.8l Gasoline Mpi** Odometer: 23,280 VIN: KNAFK4A62G5[redacted] Stock #: [redacted] Updated Date: 04/07/2017	$ 15,031 (Take)	$ 15,005
Comp 7 Source: Autotrader Steve Landers Kia Little Rock, AR (501) 680-4768 84 Miles From Camden, AR	**2016 Kia Forte Lx Automatic 4 1.8l Gasoline Mpi** Odometer: 19,799 VIN: KNAFK4A66G5[redacted] Stock #: [redacted] Updated Date: 02/20/2017	$ 14,500 (List)	$ 14,298
Comp 8			

Additional Comparable Vehicles are in summary format, but are adjusted the same as those on the previous page.

Comparable vehicles used in the determination of the Base Vehicle Value are not intended to be replacement vehicles but are reflective of the market value, and may no longer be available for sale.

List Price is the sticker price of an inspected dealer vehicle and the advertised price for the advertised vehicle.

Take Price is the amount that the dealership will accept to sell the inspected vehicle, though a lower price may be obtainable through negotiation.

Distance is based upon a straight line between loss and comparable vehicle locations.

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COMPARABLE VEHICLES

ADDITIONAL COMPARABLE VEHICLES

Source: Autotrader Mark Mclarty Toyota North Little Rock, AR (877) 230-2242 91 Miles From Camden, AR	**2016 Kia Forte Lx Automatic 4 1.8l Gasoline Mpi** Odometer: 6,717 VIN: KNAFK4A63G5[redacted] Stock #: [redacted] Updated Date: 04/10/2017	$ 13,491 (List)	$ 12,317
Comp 9 Source: Truecar Orr Nissan South Shreveport, LA (318) 797-2424 92 Miles From Camden, AR	**2016 Kia Forte Lx Automatic 4 1.8l Gasoline Mpi** Odometer: 21,289 VIN: KNAFK4A63G5[redacted] Stock #: [redacted] Updated Date: 02/02/2017	$ 13,000 (List)	$ 13,071
Comp 10 Source: Autotrader Landers Alfa Romeo Fiat Shreveport, LA (318) 629-0081 92 Miles From Camden, AR	**2016 Kia Forte Lx Automatic 4 1.8l Gasoline Mpi** Odometer: 15,792 VIN: KNAFX4A65G5[redacted] Stock #: [redacted] Updated Date: 03/13/2017	$ 13,494 (List)	$ 12,528
Comp 11 Source: Autotrader Landers Alfa Romeo Fiat Shreveport, LA (318) 629-0081 92 Miles From Camden, AR	**2016 Kia Forte Lx Automatic 4 1.8l Gasoline Mpi** Odometer: 6,650 VIN: KNAFK4A69G5[redacted] Stock #: [redacted] Updated Date: 02/25/2017	$ 13,794 (List)	$ 12,614
Comp 12 Source: Autotrader Mclarty Volkswagen Mazda North Little Rock, AR (501) 945-5353 91 Miles From Camden, AR	**2016 Kia Forte Lx Automatic 4 1.8l Gasoline Mpi** Odometer: 35,328 VIN: KNAFK4A69G5[redacted] Stock #: [redacted] Updated Date: 04/20/2017	$ 12,483 (List)	$ 13,414

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VALUATION NOTES

05/19/2017 08:15 - POADJ CHANGE REQUESTED BY: Hurst,David

05/19/2017 08:15 - User has changed one or more of the below mentioned items: Appraiser, Insured, Owner, Loss Type, Coverage, Lease, Third Party

05/19/2017 08:15 - VehicleOwnerPhoneNo changed, Old : [redacted] with New : [redacted]

This Market Valuation Report has been prepared exclusively for use by NATIONWIDE PROPERTY AND CASUALTY COMPANY, and no other person or entity is entitled to or should rely upon this Market Valuation Report and/or any of its contents. CCC is one source of vehicle valuations, and there are other valuation sources available.

Regulations concerning vehicle value include Arkansas Insurance Department Rule 43.

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SUPPLEMENTAL INFORMATION

VEHICLE HISTORY INFORMATION

VINguard®

VINguard® Message: VINguard has decoded this VIN without any errors

Collision History Information:

COLLISION INCIDENT REPORTED BY NATIONWIDE PROPERTY AND CASUALTY COMPANY ON 05/02/2017

Claim #: [redacted] in CAMDEN, AR

Repair Estimate: -1000 Miles: 015000

Damage Location: INTERIOR BURN

UNKNOWN

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SUPPLEMENTAL INFORMATION

EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT

TITLE CHECK	RESULTS FOUND
Abandoned	✓ No Abandoned Record Found
Damaged	✓ No Damaged Record Found
Fire Damage	✓ No Fire Damage Record Found
Grey Market	✓ No Grey Market Record Found
Hail Damage	✓ No Hail Damage Record Found
Insurance Loss	✓ No Insurance Loss Record Found
Junk	✓ No Junk Record Found
Rebuilt	✓ No Rebuilt Record Found
Salvage	✓ No Salvage Record Found

EVENT CHECK	RESULTS FOUND
NHTSA Crash Test Vehicle	✓ No NHTSA Crash Test Vehicle Record Found
Frame Damage	✓ No Frame Damage Record Found
Major Damage Incident	✓ No Major Damage Incident Record Found
Manufacturer Buyback/Lemon	✓ No Manufacturer Buyback/Lemon Record Found
Odometer Problem	✓ No Odometer Problem Record Found
Recycled	✓ No Recycled Record Found
Water Damage	✓ No Water Damage Record Found
Salvage Auction	✓ No Salvage Auction Record Found

VEHICLE INFORMATION	RESULTS FOUND
Accident	✓ No Accident Record Found
Corrected Title	✓ No Corrected Title Record Found
Driver Education	✓ No Driver Education Record Found
Fire Damage Incident	✓ No Fire Damage Incident Record Found
Lease	✓ No Lease Record Found
Lien	✓ No Lien Record Found
Livery Use	✓ No Livery Use Record Found
Government Use	✓ No Government Use Record Found
Police Use	✓ No Police Use Record Found
Fleet	✓ No Fleet Record Found
Rental	✓ No Rental Record Found
Fleet and/or Rental	✓ No Fleet and/or Rental Record Found
Repossessed	✓ No Repossessed Record Found
Taxi use	✓ No Taxi use Record Found
Theft	✓ No Theft Record Found
Fleet and/or Lease	✓ No Fleet and/or Lease Record Found
Emissions Safety Inspection	✓ No Emissions Safety Inspection Record Found
Duplicate Title	✓ No Duplicate Title Record Found

CCC provides NATIONWIDE PROPERTY AND CASUALTY COMPANY information reported by Experian regarding the **2016 Kia Forte (KNAFK4A65G[redacted]** This data is provided for informational purposes. Unless otherwise noted in this Valuation Detail, CCC does not adjust the value of the loss vehicle based upon this information.

LEGEND :

✓ No Event Found

⛔ Event Found

Information Needed

TITLE CHECK

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no significant title events. When found, events often indicate automotive damage or warnings associated with the vehicle.

EVENT CHECK

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no historical events that indicate a significant automotive problem. These problems can indicate past previous car damage, theft, or other significant problems.

VEHICLE INFORMATION

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no vehicle information that indicate a significant automotive problem. These problems can indicate past previous car damage, theft, or other significant problems.

ODOMETER CHECK

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no indication of odometer rollback or tampering was found. AutoCheck determines odometer rollbacks by searching for records that indicate odometer readings less than a previously reported value. Other odometer events can report events of tampering, or possible odometer breakage.

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SUPPLEMENTAL INFORMATION

FULL HISTORY REPORT RUN DATE: 05/19/2017

Below are the historical events for this vehicle listed in chronological order.

EVENT DATE	RESULTS FOUND	ODOMETER READING	DATA SOURCE	EVENT DETAIL
05/31/2016	CAMDEN, AR		Motor Vehicle Dept.	REGISTRATION EVENT/ RENEWAL
06/23/2016	CAMDEN, AR	23	Motor Vehicle Dept.	TITLE (Lien Reported)
08/02/2016	CAMDEN, AR		Motor Vehicle Dept.	REGISTRATION EVENT/ RENEWAL

AUTOCHECK TERMS AND CONDITIONS:

Experian's Reports are compiled from multiple sources. It is not always possible for Experian to obtain complete discrepancy information on all vehicles; therefore, there may be other title brands, odometer readings or discrepancies that apply to a vehicle that are not reflected on that vehicle's Report. Experian searches data from additional sources where possible, but all discrepancies may not be reflected on the Report.

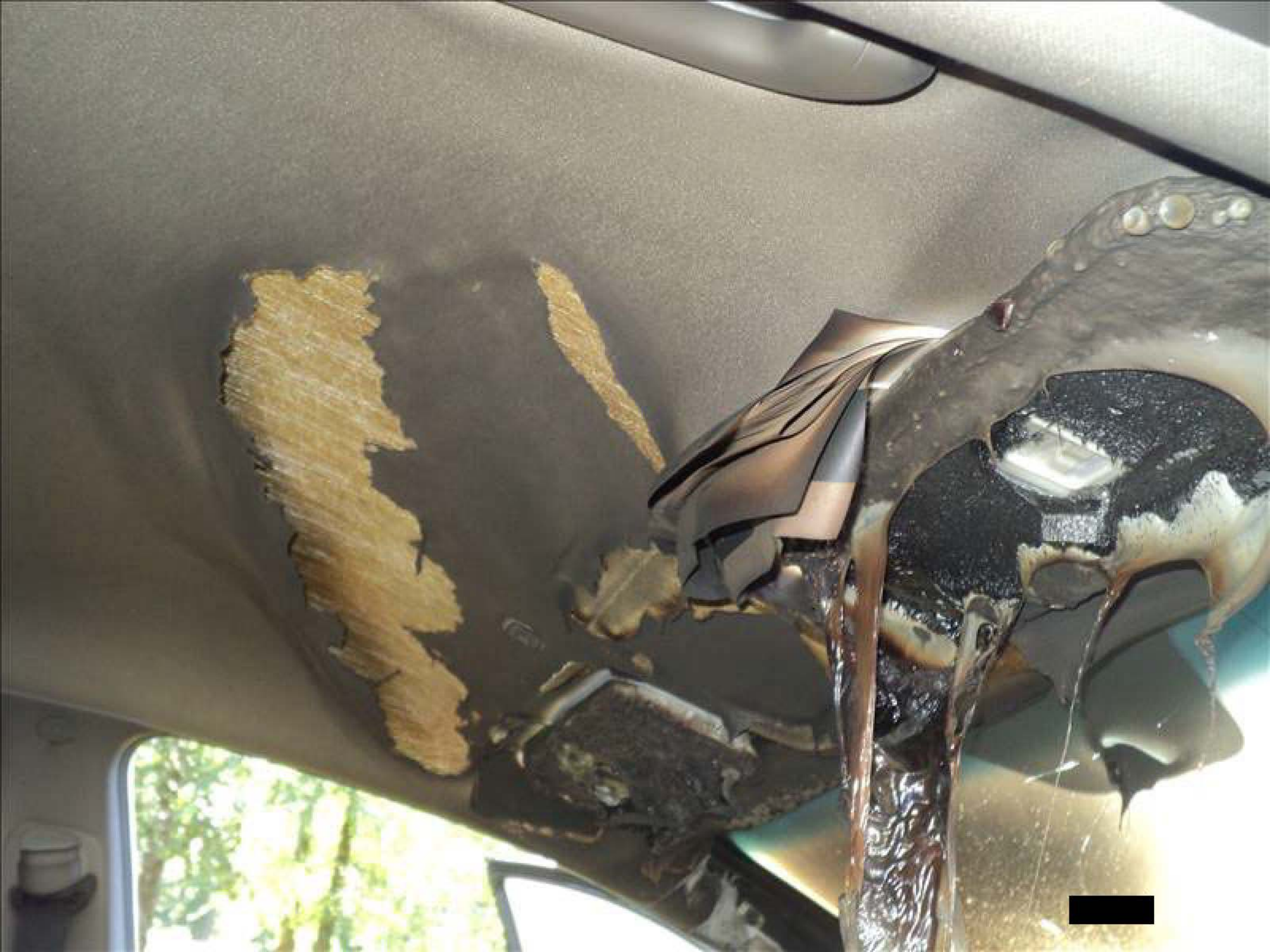
These Reports are based on information supplied to Experian by external sources believed to be reliable, BUT NO RESPONSIBILITY IS ASSUMED BY EXPERIAN OR ITS AGENTS FOR ERRORS, INACCURACIES OR OMISSIONS. THE REPORTS ARE PROVIDED STRICTLY ON AN "AS IS WHERE IS" BASIS, AND EXPERIAN FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE REGARDING THIS REPORT.

YOU AGREE TO INDEMNIFY EXPERIAN FOR ANY CLAIMS OR LOSSES, INCLUDING COSTS, EXPENSES AND ATTORNEYS FEES, INCURRED BY EXPERIAN ARISING DIRECTLY OR INDIRECTLY FROM YOUR IMPROPER OR UNAUTHORIZED USE OF AUTOCHECK VEHICLE HISTORY REPORTS.

Experian shall not be liable for any delay or failure to provide an accurate report if and to the extent which such delay or failure is caused by events beyond the reasonable control of Experian, including, without limitation, "acts of God", terrorism, or public enemies, labor disputes, equipment malfunctions, material or component shortages, supplier failures, embargoes, rationing, acts of local, state or national governments, or public agencies, utility or communication failures or delays, fire, earthquakes, flood, epidemics, riots and strikes.

These terms and the relationship between you and Experian shall be governed by the laws of the State of Illinois (USA) without regard to its conflict of law provisions. You and Experian agree to submit to the personal and exclusive jurisdiction of the courts located within the county of Cook, Illinois.

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DISP
RADIO
MEDIA
PHONE
SEEK TRACK
SCAN
SETUP
MENU
CAT FOLDER
PUSH POWER
VOL
1 RPT
2 RDM
3
4
5
6
FILE
TUNE
ENTER
A/C
REAR


KIA
FORTE


P
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Nationwide
































AIRB


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80
100
120
140
160
E
F


KIA




FORTE













Nationwide®

Date prepared May 7, 2018
Claim number [redacted]
Policy number [redacted]
Questions?

Contact Claims Associate
Robert Opalenik
OPALENR@nationwide.com
Phone 614-854-3245
Fax 866-528-2414

Kia Motors Corp Of America
111 Peters Canyon Rd
Irvine, CA 92606-1790

We're seeking payment for damages

Dear Sir/Madam ,

We've been informed you're the insurance carrier for the at-fault party, who was involved in an incident with our policyholder, [redacted] on May 1, 2017. We've investigated the cause of the incident and determined that KIA MOTORS CORP OF AMERICA is responsible for the damages to our policyholder's property. We're now seeking reimbursement from your company.

Claim details

Insurer:	Nationwide Property & Casualty Insurance Company
Policyholder:	[redacted]
Claimant:	KIA MOTORS CORP OF AMERICA
Claim number:	[redacted]
Your account number:	[redacted]
Loss date:	[redacted]2017

About our subrogation demand

This is how our subrogation demand was determined:

Company loss:	$13,858.61
Less (salvage):	$Sale Pending
Deductible:	$1,000.00
Total amount due:	$14,858.61
Insured's out-of-pocket:	$Pending

The supporting documentation of our subrogation claim is enclosed.

Action requested

- Please send payment to Nationwide Insurance, Attn: Trust Department, 1100 Locust Street, Dept. 2019, Des Moines, IA 50391-2019
- Please pay any out-of-pocket expenses directly to our insured

Thank you for your cooperation

If you have any questions or concerns, please contact me at 614-854-3245 or OPALENR@nationwide.com.

[redacted]

Sincerely,

Robert Opalenik
Nationwide Property & Casualty Insurance Company
One Nationwide Gateway
Des Moines, IA 50391-5595

For your protection, California law requires the following to appear on this form. Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

[redacted]

Opalenik, Robert G

From: Ristow, Ryan [KMA] <RRistow@Kiausa.com>
Sent: Friday, August 04, 2017 2:23 PM
To: Opalenik, Robert G
Subject: [EXTERNAL] RE: Your file number [redacted] Our file number [redacted]

Nationwide Information Security Warning: This is an external email. Do not click on links or open attachments unless you trust the sender.

Robert,

Thank you for the photos. I was able to review them with the KMA engineers. Per the engineers, they stated to please proceed with the initial inspection without them, as they will not be able to make it in a timely manner. Please document and contact us with what you find.

Best,

Ryan Ristow
Consumer Affairs
Kia Motors America
111 Peters Canyon
Irvine, CA 92606
Phone: (949) 430-3349
Fax: (949) 299-3229
RRistow@kiausa.com

[redacted]



From: Opalenik, Robert G [mailto:OPALENR@nationwide.com]
Sent: Tuesday, August 01, 2017 5:48 AM
To: Ristow, Ryan [KMA]
Subject: RE: Your file number [redacted] Our file number [redacted]

Good morning Ryan

Please see the attached, please let me know if this is what you were looking for. Please note that the OBD device pictured is manufactured by telematics, they have been put on notice as well and will be invited to attend the joint inspection.

Thank you

Nationwide®
is on your side

FORTUNE 100 BEST COMPANIES TO WORK FOR

Robert Opalenik, MBA
Subrogation Specialist-Dublin, OH
Nationwide Insurance
Office: 614-854-3245 | Fax: 866-528-2414
opalenr@nationwide.com

FORTUNE® and Time Inc. are not affiliated with, and do not endorse the products or services of, Nationwide Mutual Insurance Company.

[redacted]

[ ] Nationwide Mutual Insurance Company
[ ] AMCO Insurance Company
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[ ] Depositors Insurance Company
[ ] Nationwide Insurance Companies of America
[X] Nationwide Property and Casualty Insurance Co.
[ ] Nationwide Mutual Fire Insurance Company
[ ] Nationwide Agribusiness Insurance Company

From: Ristow, Ryan [KMA] [mailto:RRistow@Kiausa.com]
Sent: Monday, July 31, 2017 5:20 PM
To: Opalenik, Robert G <OPALENR@nationwide.com>
Subject: [EXTERNAL] RE: Your file number [redacted] Our file number [redacted]

Nationwide Information Security Warning: This is an external email. Do not click on links or open attachments unless you trust the sender.

Good Evening Robert,

Can you please send photos of the lower left hand side of the dash?

Best,

Ryan Ristow
Consumer Affairs
Kia Motors America
111 Peters Canyon
Irvine, CA 92606
Phone: (949) 430-3349
Fax: (949) 299-3229
RRistow@kiausa.com

[redacted]



From: Opalenik, Robert G [mailto:OPALENR@nationwide.com]
Sent: Tuesday, July 25, 2017 11:00 AM
To: Ristow, Ryan [KMA]
Subject: RE: Your file number [redacted] Our file number [redacted]

Good afternoon Ryan

Attached are photos and the police report.

Thank you

Nationwide® is on your side

FORTUNE 100 BEST COMPANIES TO WORK FOR

Robert Opalenik, MBA
Subrogation Specialist-Dublin, OH
Nationwide Insurance
Office: 614-854-3245 | Fax: 866-528-2414
opalenr@nationwide.com

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[ ] Depositors Insurance Company
[ ] Nationwide Insurance Companies of America

[redacted]

[X] Nationwide Property and Casualty Insurance Co.
[ ] Nationwide Mutual Fire Insurance Company
[ ] Nationwide Agribusiness Insurance Company

From: Ristow, Ryan [KMA] [mailto:RRistow@Kiausa.com]
Sent: Friday, July 21, 2017 12:19 PM
To: Opalenik, Robert G <OPALENR@nationwide.com>
Subject: [EXTERNAL] Your file number [redacted] Our file number [redacted]

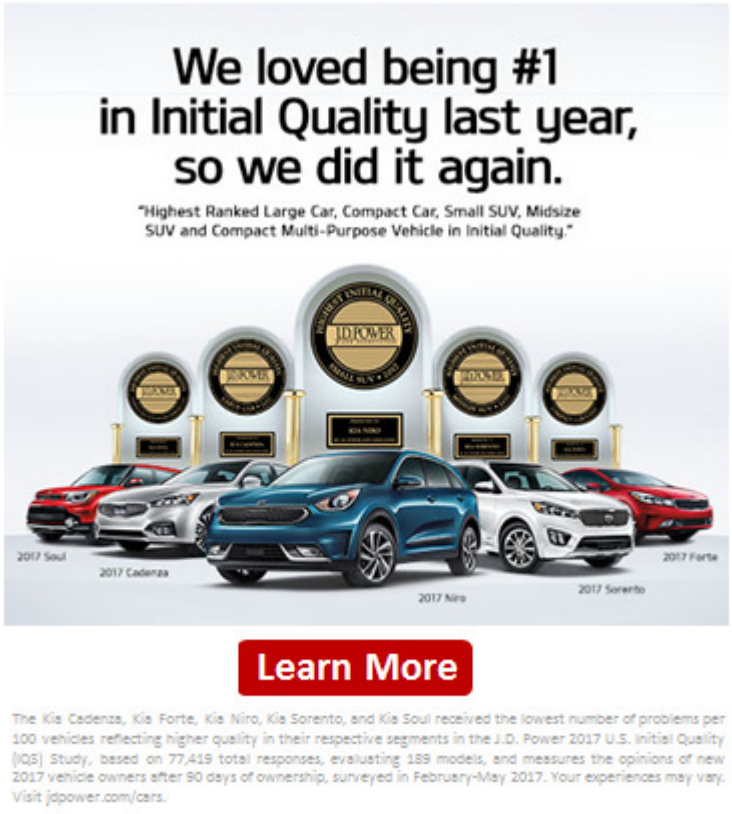
Nationwide Information Security Warning: This is an external email. Do not click on links or open attachments unless you trust the sender.

Hello Robert,

Per our conversation, please forward photos and the fire report.

Best,

Ryan Ristow
Consumer Affairs
Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.430.3349 **F** 949.299.3229 **E** RRistow@KiaUSA.com



[redacted]

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[redacted]

John G. Donan, Jr., P.E.
Chairman of the Board

J. Lyle Donan, P.E.
President, CEO

DONAN
TO BE SURE.

CORRESPOND TO:
Donan Engineering Co., Inc.
12450 Lake Station Place
Louisville, Kentucky 40299
800-482-5611
502-267-6976 fax

March 26, 2018

Mr. Robert Opalenik
Nationwide Property & Casualty Insurance Company
5525 Parkcenter Circle
Mail Code Colorado-02-19
Dublin, Ohio 43017

ARKANSAS COA: 1891

RE: **2016 Kia**
Study Location:
Copart
703 Main Street
Conway 72032
Claim Number: [redacted]
Donan Project Number: [redacted]

Dear Mr. Opalenik:

At your request, on March 6, 2018 a non-destructive joint study was conducted on the above vehicle. The attendees are listed in the sign-in sheet attached as Appendix C to this report.

The fire scene study was conducted utilizing recognized and accepted procedures and practices for fire investigations as outlined in the National Fire Protection Association (NFPA) 921, *Guide for Fire and Explosion Investigations,* 2017 edition. The study progressed with an examination of the exterior and interior of the vehicle. Heat levels and smoke damage throughout the vehicle were compared, and fire movement and intensity patterns throughout the vehicle were analyzed. Digital imagery, diagrams, and notes were used as necessary to document observations. Evidence of fire initiation and development, heat transfer indicators, ventilation effects, relevant physical evidence, and the statements of witnesses were utilized to establish the area of fire origin.

For purposes of this report, the driver's side of the vehicle is considered the left and the hood the front. The vehicle is a black 2016 Kia Forte. No state registration plate was affixed at the time of the study. The vehicle identification number (VIN) is KNAFK4A65G5[redacted], and the date of manufacture is November 2015. The vehicle's odometer could not be displayed due to fire damage to the dashboard and wiring.

The vehicle's engine compartment is free of fire damage. The 150 ampere (amp) fuse for the alternator has continuity. The battery voltage is nominally 12 volts direct current (VDC). Ignition switch fuses were found to be activated (blown) among the fuses tested. No third-party wiring was found. Further study of the wiring was halted pending notification of the vehicle manufacturer.

Fire damage is limited to the driver's side of the vehicle at the kick panel and dashboard. The location of the lowest fire damage is at the bottom of the kick panel. It is identified as the area of origin of the fire. Only original equipment manufacturer's (OEM) wiring is in the area of origin.

- The vehicle type is four-door sedan.
- The vehicle brand and model are 2016 Kia Forte.
- The area of origin was the driver's side kick panel.
- The oxidant was atmospheric oxygen.
- The first fuel ignited was combustibles in the vicinity of the driver's side kick panel.
- The ignition source cannot be determined without a destructive study of the wiring and components in the vicinity of the driver's side kick panel and dashboard.
- The ignition sequence cannot be determined without additional study, which will be destructive.
- The classification of the fire cause is ***undetermined*** as defined in the attachment to this report pending further study. The additional study

will be destructive. All interested parties should be put on notice and given the opportunity to participate in all further study of the vehicle.

This is an abbreviated report and is not intended to convey all of the facts, circumstances or data utilized to formulate the conclusions herein. Additional information will be retained in the Donan project file. This report is based on presently known and available facts, data, and information. To the extent that additional or different facts, data, or information develops or is discovered after the issuance of this report, Donan reserves the right to amend, alter, or change the report as needed to reflect consideration of said additional or different facts, data, or information.

We appreciate your confidence in our professional services.

Sincerely,
DONAN ENGINEERING



[redacted]

Frank J. Miller, Jr., P.E., C.F.E.I.
Forensic Engineer
Arkansas PE: 16127
Expires: December 31, 2018

Attachments:
Appendix A: NFPA 921 Fire Cause Classifications
Appendix B: Study Photographs
Appendix C: Joint Study Sign-in Sheet 03-06-2018

[redacted]

Appendix A: NFPA 921 Fire Cause Classifications

As classified by the NFPA 921, *Guide for Fire and Explosion Investigations*, 2017 Edition, the causes of fires are classified as accidental, natural, incendiary, or undetermined. These definitions are incorporated into this report regarding the cause of the fire being studied.

Classification of the Cause[1]

Determining the cause of a fire and classifying the cause of the fire are two separate processes that should not be confused with each other. Classification of a fire cause may be used for assignment of responsibility, reporting purposes, or compilation of statistics. Different jurisdictions may have alternative definitions that should be applied as required. The cause of a fire may be classified as accidental, natural, incendiary, or undetermined. Use of the term suspicious is not an accurate description for the classification of a fire cause. Suspicion refers to a level of proof, or level of certainty, and is not a classification for a fire cause. Suspicion is not an acceptable level of proof for making a determination of cause within the scope of this guide and should be avoided. Fires in which the level of certainty is possible or suspected, or in which there is only suspicion of that cause, should be classified as undetermined.

Accidental Fire Cause

Accidental fires involve all those for which the proven cause does not involve an intentional human act to ignite or spread fire into an area where the fire should not be. When the intent of the person's action cannot be determined or proven to an acceptable level of certainty, the correct classification is undetermined. In most cases, this classification will be clear, but some deliberately ignited fires can still be accidental. For example, in a legal setting, a trash fire might be spread by a sudden gust of wind. The spread of fire was accidental even though the initial fire was deliberate.

[1]NFPA 921, *Guide for Fire and Explosion Investigations*, 2017 edition

Natural Fire Cause

Natural fire causes involve fires caused without direct human intervention or action, such as fires resulting from lightning, earthquake, wind, and flood.

Incendiary Fire Cause

An incendiary fire is a fire that is intentionally ignited in an area or under circumstances where and when there should not be a fire.

Undetermined Fire Cause

Whenever the cause cannot be proven to an acceptable level of certainty, the proper classification is undetermined.

(A) Undetermined fire causes include those fires that have not yet been investigated or those that have been investigated, or are under investigation, and have insufficient information to classify further. However, the fire might still be under investigation and the cause may be determined later with the introduction or discovery of new information.

(B) In the instance in which the investigator fails to identify the ignition source, the fire need not always be classified as undetermined. For example, if the evidence establishes one factor, such as the use of an accelerant, that evidence may be sufficient to establish an incendiary fire cause classification even where other factors, such as ignition source, cannot be identified.

Appendix B: Report Photographs



Photograph 1: Front left side of vehicle.



Photograph 2: Rear of vehicle.



Photograph 3: Manufacturer's nameplate displaying the VIN and date of manufacture.



Photograph 4: Fire-damaged driver's side of the dashboard.



Photograph 5: Melted plastic cover for the interior fuse block. No fire damage to the OBDII connector.



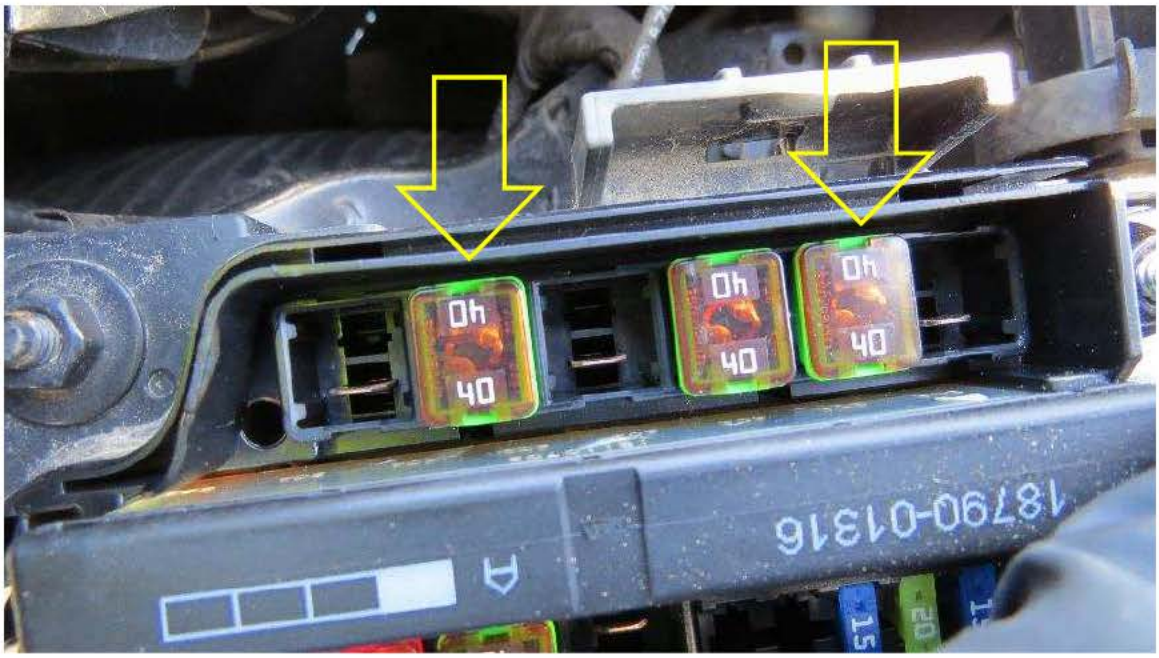
Photograph 6: Battery positive cable disconnected by the storage yard.



Photograph 7: No damage to the 150-amp fuse for the alternator cable.



Photograph 8: Measurement of the battery voltage.



Photograph 9: 40-amp fuses identified as IG1 and IG2 have activated (blown).



Photograph 10: Fire-damaged OEM cables in the bottom of the driver's side kick-panel.

[redacted]


Nationwide

Nationwide®

Date prepared July 5, 2017
Notice of loss date [redacted] 2017
Claim number [redacted]
Policy number

Questions? Contact Claims Associate
Robert Opalenik
OPALENR@nationwide.com
Phone 614-854-3245
Fax 866-528-2414

Kia Motors Corp Of America
111 Peters Canyon Rd
Irvine, CA 92606-1790

RECEIVED
JUL 13 2017
CONSUMER AFFAIRS

Claim details

Insurer: Nationwide Property & Casualty Insurance Company
Policyholder: [redacted]
Claimant: KIA MOTORS CORP OF AMERICA
Claim number: [redacted]
Loss date: [redacted] 2017
Vehicle: 2016 Kia Forte, VIN: KNAFK4A65G5[redacted]

Dear Sir/Madam ,

Please be advised that Nationwide is the insurance carrier for the above-named insured, who sustained fire damage to their automobile on the above date of loss. Our preliminary investigation reveals that this fire may have resulted from a defect in the automobile, therefore we are placing you on notice of a potential claim against you, as well as providing you with the opportunity to inspect the vehicle.

Please contact the undersigned within the next 10 business days to advise regarding inspection of the vehicle.

Thank you for your prompt attention to this matter.

For more information

If you have any questions or concerns, please contact me at 614-854-3245 or OPALENR@nationwide.com.

Sincerely,

Robert Opalenik
Nationwide Property & Casualty Insurance Company
One Nationwide Gateway
Des Moines, IA 50391-5595

For your protection, California law requires the following to appear on this form. Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

OUACHITA COUNTY SHERIFF OFFICE

Incident Report

Case Number [redacted]

INCIDENT # : [redacted]
Address [redacted]
City, State. Zip: CAMDEN, AR. [redacted]
Zone:
Reporting Officer: 0477 - CREECH, JUSTIN
Assigned Officer:

Report Date: [redacted]/2017
Report Time: **12:57** - hours
Date Occured From: [redacted] 2017 - 12:45 - hours
Date Occured Thru: [redacted] 2017 - 13:44 - hours
Reportable: **NO**
Assigned Date:
Exceptional Clearance:

INCIDENT OFFENSE(S)

U.C.R.: **-VEHICLE FIRE**

VICTIM(S)

Victim: [redacted]
Address: [redacted]
City, State. Zip: CAMDEN, AR. [redacted]
Home Phone: [redacted] Work Phone:
Employer:
Email:

Race: **B** Sex: **M** Height: Weight:
Hair: Eyes: Hispanic:No
Cell Phone: SSN:
Occupation:
DL#: [redacted] D.O.B.: [redacted]

NARRATIVE

Reporting Officer: 0477 - CREECH, JUSTIN

On [redacted] 2017 I Deputy Justin Creech was dispatched to [redacted] to a reported vehicle fire. Upon arrival I spoke with the owner of the vehicle [redacted] stated that he was at his girlfriends house when he saw his 2016 Kia Vin# KNAFK4A65G5[redacted] smoking. [redacted] went to the vehicle and opened the door and noticed the dash in the vehicle was on fire. Upon inspection of the vehicle it is believed that the safe driving module from Nationwide Insurance had caused the fire. Bearden Fire Department was dispatched to this location.

Insurance Information: Nationwide Policy # [redacted]

CASE MANAGEMENT INFO

Reporting Officer: **0477 - CREECH, JUSTIN**
Approving Officer:
Assigned Officer:
Clearing Officer:

Report Date: [redacted]/2017
Approving Date:
Assigned Date:
Clearing Date:

Officer Signature: _____ Date: _____ Supervisor: _____

Kia Consumer Affairs Information Request Form

Customer Information:

Vehicle Owner: _____

Vehicle Co-Owner (if applicable): _____

Mailing Address: _____
Street Address

_____
City, State Zip

Telephone: ( ) - Telephone (Alt.): ( ) -

Fax: ( ) - Email: _____

Vehicle Information:

Model Year: _____ Model: _____ Current Mileage: _____

Selling Dealership, City, State: _____

Servicing Kia Dealership(s):

Dealer 1: _____

Dealer 2: _____

Dealer 3: _____

☐ I/We serviced our Kia vehicle at more than 3 separate dealerships

Vehicle Purchased as ☐ New ☐ Used ☐ Demo ☐ Leased ☐ Kia Certified Pre-Owned

Purchase/Lease Date: _____ Mileage at Purchase (if used): _____

First Repair Attempt Date: _____ First Repair Attempt Mileage: _____

The Vehicle has been in an accident/has had body damage: ☐ Yes ☐ No

Date of accident/damage: _____

Description of Damage: _____

Vehicle Concerns (Please list primary concerns first):

[redacted]

Description of Concern	Servicing Dealership(s)	Number of service visit(s) for this concern	Date(s) of service visit(s)	Mileage at service visit(s)	Number of days out of service
(1)					
(2)					
(3)					
(4)					
(5)					
(6)					
(7)					
(8)					
(9)					
(10)					
(11)					
(12)					
(13)					
(14)					
(15)					

[redacted]

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE (WITH ARBITRATION PROVISION)

Dealer Number N/A Contract Number N/A R.O.S. Number [redacted] Stock Number [redacted]

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	[redacted]	GARDEN GROVE KIA 10851 Garden Grove Boulevard Garden Grove, CA 92843

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreeme on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. fu according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2015	KIA FORTE	39,457	KNAFU4A22F5 [redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
25.40 %	$ 9,183.60 (e)	$ 9393.75 (e)	$ 18577.44 (e)	$ 1000.00 is $ 20577.44 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71	259.82	Monthly beginning 02/28/17
N/A	N/A	N/A
One final payment	259.82	01/28/23

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 18,995.00 (A)
     - 1. Cash Price Vehicle $ 18,995.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ 80.00 (C)
   - D. (Optional) Theft Deterrent Device(s)
     - 1. (paid to) N/A $ N/A (D1)
     - 2. (paid to) N/A $ N/A (D2)
     - 3. (paid to) N/A $ N/A (D3)
   - E. (Optional) Surface Protection Product(s)
     - 1. (paid to) N/A $ N/A (E1)
     - 2. (paid to) N/A $ N/A (E2)
   - F. EV Charging Station (paid to) N/A $ N/A (F)
   - G. Sales Tax (on taxable items in A through F) $ 1,262.00 (G)
   - H. Electronic Vehicle Registration or Transfer Charge $ N/A

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

		Term	Premium
$ N/A	Ded. Comp., Fire & Theft	N/A Mos.	$ N/A
$ N/A	Ded. Collision	N/A Mos.	$ N/A
Bodily Injury	$ N/A Limits	N/A Mos.	$ N/A
Property Damage	$ N/A Limits	N/A Mos.	$ N/A
Medical N/A		N/A Mos.	$ N/A
N/A		N/A Mos.	$ N/A
Total Vehicle Insurance Premiums			$ N/A

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X [redacted]
Co-Buyer X
Seller X

OPTIONAL DEBT CANCELLATION AGREEMENT. A debt cancellation agreement is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy debt cancellation, the charge is shown in item 1K of the Itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. UNINSURED GAP Debt Cancellation Agreement

I want to buy a debt cancellation agreement.

Buyer Signs X [redacted]

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1I.

I1 Company N/A
Term N/A Mos. or N/A Miles
I2 Company N/A
Term N/A Mos. or N/A Miles
I3 Company N/A
Term N/A Mos. or N/A Miles
I4 Company N/A
Term N/A Mos. or N/A Miles
I5 Company [redacted]
Term N/A Mos. or N/A Miles

1. (paid to) _____ $ _____ (I1)
2. (paid to) _____ $ _____ (I2)
3. (paid to) _____ $ _____ (I3)
4. (paid to) _____ $ _____ (I4)
5. (paid to) _____ $ _____ (I5)

J. Prior Credit or Lease Balance (e) paid by Seller to Vehicle 1 _____ Vehicle 2 _____ $ _____ (J)
(see downpayment and trade-in calculation)

K. (Optional) Debt Cancellation Agreement $ _____ (K)

L. (Optional) Used Vehicle Contract Cancellation Option Agreement $ _____ (L)

M. Other (paid to) _____ $ _____ (M)
For _____

N. Other (paid to) _____ $ _____ (N)
For _____

Total Cash Price (A through N) $ _____ (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees $ _____ (A)

B. Registration/Transfer/Titling Fees $ _____ (B)

C. California Tire Fees $ _____ (C)

D. Other _____ $ _____ (D)

Total Official Fees (A through D) $ _____ (2)

3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance) $ _____ (3)

4. ☐ **State Emissions Certification Fee or** ☐ **State Emissions Exemption Fee** $ _____ (4)

5. Subtotal (1 through 4) $ _____ (5)

6. Total Downpayment

A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)): $ _____ (A)
Vehicle 1 $ _____ Vehicle 2 $ _____

B. Total Less Prior Credit or Lease Balance (e) $ _____ (B)
Vehicle 1 $ _____ Vehicle 2 $ _____

C. Total Net Trade-In (A–B) (Indicate if negative number) $ _____ (C)
Vehicle 1 $ _____ Vehicle 2 $ _____

D. Deferred Downpayment Payable to Seller $ _____ (D)

E. Manufacturer's Rebate $ _____ (E)

F. Other _____ $ _____ (F)

G. Cash, Cash Equivalent, Check, Credit Card, or Debit Card $ _____ (G)

Total Downpayment (C through G) $ _____ (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1d above)

7. Amount Financed (5 less 6) $ _____ (7)

1. Vehicle 1
Year _____ Make _____
Model _____ Odometer _____
VIN _____
a. Agreed Value of Property $ _____
b. Buyer/Co-Buyer Retained Trade Equity $ _____
c. Agreed Value of Property Being Traded-In (a–b) $ _____
d. Prior Credit or Lease Balance $ _____
e. Net Trade-In (c–d) (must be ≥ 0 for buyer/co-buyer to retain equity) $ _____

2. Vehicle 2
Year _____ Make _____
Model _____ Odometer _____
VIN _____
a. Agreed Value of Property $ _____
b. Buyer/Co-Buyer Retained Trade Equity $ _____
c. Agreed Value of Property Being Traded-In (a–b) $ _____
d. Prior Credit or Lease Balance $ _____
e. Net Trade-In (c–d) (must be ≥ 0 for buyer/co-buyer to retain equity) $ _____

Total Agreed Value of Property Being Traded-In (1c+2c) $ _____ *
Total Prior Credit or Lease Balance (1d+2d) $ _____
Total Net Trade-In (1e+2e) $ _____ *
(*See item 6A–6C in the itemization of Amount Financed)

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____, Year _____.
SELLER'S INITIALS _____

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.
Buyer Signs X [redacted]
Co-Buyer Signs X [redacted]

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle(s) to arrive at the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s) to the lienholder or lessor of the trade-in vehicle(s), or its designee. If the actual payoff amount is more than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in Trade-In Vehicle(s) or any refund.

Buyer Signature X _____ **Co-Buyer Signature X** _____

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ **Name of autobroker receiving fee, if applicable:** _____

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X [redacted] **Co-Buyer Signs X** [redacted]

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

Buyer X [redacted] **Co-Buyer X** [redacted]

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR [redacted]NT.

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X [redacted]

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle(s) to arrive at the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s) to the lienholder or lessor of the trade-in vehicle(s), or its designee. If the actual payoff amount is more than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in Trade-In Vehicle(s) or any refund.

Buyer Signature X _____ **Co-Buyer Signature X** _____

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ **Name of autobroker receiving fee, if applicable:** _____

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X [redacted] **Co-Buyer Signs X** [redacted]

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

Buyer X [redacted] **Co-Buyer X** [redacted]

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X [redacted]

N/A

Notice to buyer. (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X [redacted] **Co-Buyer Signature X** [redacted]

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted] Date _____ **Co-Buyer Signature X** [redacted] Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

N/A

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

N/A N/A

Guarantor X _____ Date _____ **Guarantor X** _____ Date _____

Address _____ Address _____

Seller Signs _____ Date _____ **By X** [redacted] Title [redacted]

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DE [redacted]

CA Case #: [redacted]

Customer's Name(s): [redacted]

Case Type: CUSTOMER

Prev. GW/VRS: N/A

Dealer Code: CA245

Dealer Name: Garden Grove Kia

DPSM: Janet Lawyer

Dist: WE01

Model Year: 2012

Model: FORTE

VIN: KNAFU4A22C5[redacted]

Warranty Start Date: 5/21/2012

Mos. In Service: 65

State: CA

Sales Type: USED - NON-CPO

TD

USED VEHICLE INFORMATION:

USED Date of Purchase *(or N/A)* **:**	1/14/2017
USED Mileage at Purchase *(or N/A)* **:**	34,457
CPO *(Yes/No or N/A)* **:**	NO
Mos. of USED Ownership *(or N/A)* **:**	9

Notes:

Last Modified By: Schaefer, Kristen [KMA]

CA LL Info: 18/18 - 4 attempts, 2 Serious Safety / 30+ days - Written Notice to Mfr, - Title Branding - 6 month statute after war exp, used/lessee = YES

										Totals
Servicing Dealer Code	**CA245**	**CA245**	**CA245**							
RO Number	[redacted]	[redacted]	[redacted]							
RO In Date	**6/12/2017**	**8/22/2017**	**9/5/2017**							
RO Out Date	**8/24/2017**	**8/22/2017**	**9/5/2017**							
Days Out of Svc.	**74**	**1**	**1**							**76**
Mileage In	**42,694**	**42,695**	**43,916**							
Mileage Out	**42,695**	**42,695**	**43,917**							
Miles Driven	**1**	**0**	**1**							**2**
Towed In? (Yes/No)	NO	NO	NO							
Days Rental Provided	**74**	0	0							**74**
TL Case Number (or N/A)	[redacted] **- 08/01/17**	N/A	N/A							
DPSM Contacted? (Yes/No)	NO	NO	**YES - 09/11/17**							**1**
FTS Involved? (Yes/No)	NO	NO	NO							
Service Alert Opened? (Yes/No)	**YES - 08/02/17** [redacted]	NO	NO							**1**
	Stated Concerns:									
1	**Maintenance**									
2	**SC / SA**									
3	**(1) C/S CAR RUMBLES/IDLES HEAVILY WHEN IN D/R - IT IS MORE PRESENT WHEN A/C IS ON - CHECK ENGINE LIGHT WAS ON WHEN RUMBLE/IDLE STARTED**	(1) EXT WTY **- R&R SHORT BLOCK (REMAN)** (found **P0506** - Idle Air Control System Low RPM; found metal in oil pan; Kia GW Rental)								**1**
4	**4 CYLINDER SPARK PLUG REPLACEMENT**	**R&R 4 SPARKPLUGS**								**1**
5	**WARRANTY ADD-ON APPROVED BY SVCM; ENGINE LACKS POWER, NOTICED BY TECHNICIAN ON TEST DRIVE AFTER ENGINE REPLACEMENT**	DLR INTERNAL **- R&R A/T TRANS (REMAN)**								**1**
6	**TINT INSTALLED**		DLR INTERNAL **- TINT INSTALLED**							**1**
7	**(1) C/S CAR WOULD NOT START - CUSTOMER WAS ADVISED BY THIRD PARTY THERE IS A DRAW WHEN KEY IS OUT OF THE IGNITION - 4.87 AMP DRAW**			(1) EXT WTY **- R&R 12V BATTERY**						**1**
8	**(1) C/S THERE IS A DRAW PRESENT**			(1) DLR INTERNAL **- REMOVED AFTERMARKET ALARM** (found draw present and aftermarket alarm installed - removed and draw no longer present)						**1**
9										
10										
	NOTE:									
	Totals	**3**	**1**	**2**						**6**

* = Related Repair

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

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

[redacted]

REPAIR ORDER - AUDIT COPY

Work Phone	R/O Open Date	R/O Number
	10/30/14	[redacted]
Home Phone	**R/O Close Date**	**Receipt No.**
	11/03/14	
Body	**Mileage In**	**Mileage Out**
4DR SDN AUTO	21258	21259

INVENTORY: [redacted]

Year	Make	Model	License Number	Service Advisor
2012	KIA	FORTE	[redacted]	MANUEL MARTINEZ

Vehicle Identification Number	Color	Account No.	Delivery Date	In-Service Date
KNAFU4A22C5[redacted]	WHITE			

[redacted]

#1 - CPO: KIA CERTIFIED PRE-OWNED.			I
Work performed by Tech 242/	0.00hrs @		
Kit: LOF: FILTER,SEAL,OIL	1@18.30	18.30	
21513 23001 :GASKET-OIL PLUG		Included	
26300 35503 :FILTER ASSY-ENGINE		Included	
OIL :MOTOR OIL CHEVRON		Included	
28113 2H000 :FILTER-AIR CLEANER	1@13.00	13.00	
P8790 1F200A :CABIN AIR FILTER	1@18.00	18.00	
00009 ADU24K :24" WIPER BLADE	1@8.40	8.40	
00009 ADU20K :20" WIPER BLADE	1@8.40	8.40	
86812 1M000 :#GUARD ASSY-FR WHEE	1@31.51	31.51	
#2 - 99P: PERFORM FULL CIRCLE INSPECTION			I
Caused by VEHICLE INSPECTION			
Work performed by Tech 242/ *	1.00hrs	88.00	
COMPLETED VEHICLE INSPECTION PER REQUEST.			
#3 - DETAIL: PERFORM COMPLETE DETAIL INSIDE AND OUT HAND WAX.			I
Work performed by Tech 100/	0.00hrs @		
PERFORMED COMPLETE VEHICLE DETAIL			
#4 - Customer Reports: MAKE 1 KEY 1 FOB			I
Work performed by Tech 242/	0.50hrs @ 88.00	44.00	
81996 1M000 :KEY-BLANKING	1@11.91	11.91	
95430 1M100 :TRANSMITTER ASSY-KEY	1@116.51	116.51	
COPY KEY CUT $7		7.00	
#5 - AIR: INSPECT TIRE PRESSURE IN/OUT IN LF____RF____		OUT	I
LF____RF____ LR____RR____	LR____RR____		
Caused by SERVICE INSPECTION			
Work performed by Tech 242/	0.00hrs @		
SET TIRE PRESSURES TO 32 PSI.			
TIRE PRESSURE WAS AT 32 PSI.			
#6 * Customer Reports: 4 WHEEL ALLIGNMENT			I
Work performed by Tech 100/	0.00hrs @		
Work performed by ZUBY001 : 244428		89.95	

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					

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[redacted]

REPAIR ORDER - AUDIT COPY

INVENTORY: [redacted]

Work Phone	R/O Open Date	R/O Number
	10/30/14	[redacted]
Home Phone	**R/O Close Date**	**Receipt No.**
	11/03/14	
Body	**Mileage In**	**Mileage Out**
4DR SDN AUTO	21258	21259

Year	Make	Model	License Number	Service Advisor
2012	KIA	FORTE	[redacted]	MANUEL MARTINEZ

Vehicle Identification Number	Color	Account No.	Delivery Date	In-Service Date
KNAFU4A22C5[redacted]	WHITE			

[redacted]

#7 * LOF: LUBE, OIL & FILTER CHANGE. UP TO 5QTS. Caused by SERVICE INTERVAL Work performed by Tech 242/ * 0.30hrs CHANGED THE ENGINE OIL AND FILTER	16.69	I	
#8 * EAF: CUSTOMER REQUESTS TO REPLACE ENGINE AIR FILTER. Caused by DIRTY Work performed by Tech 242/ * 0.20hrs REPLACED THE ENGINE AIR FILTER.	16.95	I	
#9 * CAF: CUSTOMER REQUESTS TO INSTALL NEW CABIN AIR FILTER Caused by DIRTY Work performed by Tech 242/ * 0.30hrs REPLACED THE CABIN FILTER	21.95	I	
#10 *Customer Reports: REPLACE R-INNER FENDER LINER (CRACKED) Work performed by Tech 242/ 0.50hrs @ 88.00	44.00	I	
#11 *Customer Reports: REPAIR F-BUMPER (CRACKED) Caused by SUBLET Work performed by Tech 242/ 0.00hrs @		I	
#12 *Customer Reports: FRONT WIPER BLADES Work performed by Tech 242/ 0.20hrs @ 88.00	17.60	I	

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR	249.19				
PARTS	233.03				
DEDUCTIBLE					
SUBLET	89.95				
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
	572.17				

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[redacted]

PAIR ORDER - AUDIT COPY

ENTORY: [redacted]

Work Phone	R/O Open Date	R/O Number
	11/28/16	[redacted]
Home Phone	**R/O Close Date**	**Receipt No.**
	Pre-Invoice	
Body	**Mileage In**	**Mileage Out**
4DR SDN AUTO	34442	34444

Year	Make	Model	License Number	Service Advisor
2012	KIA	FORTE	[redacted]	SYDNEY VALERIO

Vehicle Identification Number	Color	Account No.	Delivery Date	In-Service Date
KNAFU4A22C5[redacted]	WHITE		11/22/14	

[redacted]

#1 - CPO: KIA CERTIFIED PRE-OWNED. Work by Tech 232/ * 1.00hrs Kit: LOF: FILTER,SEAL,OIL 21513 23001 :GASKET-OIL PLUG 26300 35504 :FILTER ASSY-ENGINE O OIL :MOTOR OIL CHEVRON	110.00 18.33 Included Included Included	I	24.00 .60 3.95 7.90
#2 - AIR: CHECK AND ADJUST TIRE PRESSURES TO SPECIFICATIONS IN LF __PSI RF __PSI LF __PSI LR __PSI OUT LF __PSI RF __PSI LF __PSI LR __PSI SERVICE INSPECTION Work by Tech 232/ 0.00hrs @ -- SET TIRE PRESSURES TO 34 PSI.		I	
#3 - DETAIL: PERFORM COMPLETE DETAIL INSIDE AND OUT HAND WAX. Work by Tech 100/ 0.00hrs @ PERFORMED COMPLETE VEHICLE DETAIL		I	
#4 - SMOG: SMOG INSPECTION NOTE BY LAW,YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. Work by Tech 100/ 0.00hrs @ VEHICLE WAS SOLD BEFORE SMOG COULD BE COMPLETED		I	
#5 * LOF: PERFORM OIL & FILTER REPLACEMENT SERVICE (UP TO 5 QUARTS) ADDED OPERATION SERVICE INTERVAL Work by Tech 232/ 0.30hrs @ 110.00 -- OIL & FILTER REPLACEMENT COMPLETED --	33.00	I	7.20
#6 * CAF: INSTALL NEW CABIN AIR FILTER ADDED OPERATION		I	

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					

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[redacted]

PAIR ORDER - AUDIT COPY

ENTORY: [redacted]

Work Phone	R/O Open Date	R/O Number
	11/28/16	[redacted]
Home Phone	**R/O Close Date**	**Receipt No.**
	Pre-Invoice	
Body	**Mileage In**	**Mileage Out**
4DR SDN AUTO	34442	34444

Year	Make	Model	License Number	Service Advisor
2012	KIA	FORTE	[redacted]	SYDNEY VALERIO

Vehicle Identification Number	Color	Account No.	Delivery Date	In-Service Date
KNAFU4A22C5[redacted]	WHITE		11/22/14	

[redacted]

DIRTY					
Work by Tech 232/ *	0.30hrs		36.95		7.20
P8790 1F200A :CABIN AIR FILTER			18.13		12.95
REPLACED THE CABIN FILTER					
#7 * EAFI: REPLACE ENGINE AIR FILTER-INTERNAL				I	
ADDED OPERATION					
Work by Tech 232/	0.00hrs @				
28113 2H000 :FILTER-AIR CLEANER			12.60		9.00
#8 * 4TIRE: REPLACE ALL FOUR TIRES INCL. FOUR WHEEL BALANCE AN D BRAKE INSPECTION				I	
ADDED OPERATION					
Work by Tech 260/	1.00hrs @ 110.00		110.00		24.00
1956515K425 :HANKOOK KINERGY ECO			280.16		200.12
#9 * BATT: INSTALL BATTERY AND TEST CHARGING SYSTEM.				I	
ADDED OPERATION					
Work by Tech 232/	0.50hrs @ 110.00		55.00		12.00
37110 35001U :BATTERY			97.93		69.95

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR	344.95				74.40
PARTS	427.15				304.47
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
	772.10				378.87

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[redacted]

WARRANTY REPAIR ORDER

Inventoried VehicleA

Work Phone	R/O Open Date	R/O Number
	12/15/16	[redacted]
Home Phone	**R/O Close Date**	**Cross Reference #**
	1/14/17	Original
Body	**Mileage In**	**Mileage Out**
4DR SDN AUTO	34444	34445

Year	Make	Model	License Number	Service Advisor	
2012	KIA	FORTE	[redacted]	LUIS MENDOZA	6305

Vehicle Identification Number	Color		Delivery Date	In-Service Date
KNAFU4A22C5[redacted]	WHITE		1/14/17	

[redacted]

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
#3 * MR Customer Reports: UPON INSPECTION TECH FOUND A NOISE PRESENT COMMING FROM A/C COMPRESSOR .		
ADDED OPERATION		
CAUSED BY FAULTY A/C COMPRESSOR. PWA 2451221096 APROVAL PER DPSM,		
ADDED OPERATION		
Op: 97701R00: COMPRESSOR ASS'Y (**) RE		
ADDED OPERATION		
Tech: 232/6232 0.60hrs @ 108.5	14.40	65.10
Part: 97701 1M130DR :REMAN COMPRESSOR 1	295.00	413.00
Part: 97701 1M130DR-C :Core Charge: 977011M1 1	75.00	75.00
Part: R134 :REFRIGERANT 1	7.00	9.80
Sub-Total Labor: 14.40 65.10		
Sub-Total Parts: 377.00 497.80		
Sub-Total: 391.40 562.90		
TECH REMOVED OLD A/C COMPRESSOR AND REPLACE WITH N EW KIA A/C COMPRESOR. NOW NOISE IS GONE AND A/C WO RKS AS DESIGNED..		

Remove

[redacted]

ACCOUNT #	LABOR	14.40	65.10
	PARTS	377.00	497.80
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	391.40	562.90

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[redacted]

Steven K. Simmons

Service Manager
Kia of Garden Grove
(714) 620-8958 ext. 470
Fax: (714) 823-4950

From: Steinwinter, Tom [KMA] [mailto:TSteinwinter@Kiausa.com]
Sent: Thursday, December 22, 2016 7:49 AM
To: S Simmons
Cc: Steinwinter, Tom [KMA]
Subject: RE: Stk Unit 2012 Optima, A/C COMPRESSOR [redacted]

PWA #: [redacted]

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From: S Simmons [mailto:SSimmons@ggkia.com]
Sent: Wednesday, December 21, 2016 3:46 PM
To: Steinwinter, Tom [KMA]
Subject: PWA: Stk Unit 2012 Optima, A/C COMPRESSOR [redacted]

Stock Unit PWA request for your approval.

Steven K. Simmons

Service Manager
Kia of Garden Grove
(714) 620-8958 ext. 470
Fax: (714) 823-4950

KIA GARDEN GROVE

10081 Garden Grove Blvd.
Garden Grove, CA 92844
(714) 823-4949

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

BAR# ARD00262821

R/O Open Date	R/O Number
1/20/17	[redacted]
R/O Close Date	**Status**
1/20/17	Pre-Invoice
Mileage In	**Mileage Out**
34446	34447
Service Advisor / Tag #	
LUIS MENDOZA	

[redacted]
ANAHEIM, CA [redacted]

Work Phone
Home Phone

Vehicle Identification Number: KNAFU4A22C5[redacted]
Delivery Date: 1/14/17
In-Service Date:

Year	Make	Model	Body	Color	License Number
2012	KIA	FORTE	4DR SDN AUTO EX	WHITE	[redacted]

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted]	
#1 - Customer Reports:	
PER RO [redacted] REMOVED CORE CHARGE FROM WARRANTY	
Work performed by HOUSE-TECHNO (100)	Warranty
Core Chg 97701 1M130DR-C :Core Charge: 977011M130D Qty: 1	Warranty
**********	
* KIA may send you a survey regarding your visit to our *	
* service Dept. If for any reason you were not "Completely *	
* Satisfied" Please contact our Service Manager Steve *	
* Simmons @714-823-4949 Thank you. *	
**********	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANT[redacted]
the manufacturer. The seller
including any implied warrant
neither assumes nor authorize
sale of said products. Any lim

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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[redacted]

KIA GARDEN GROVE

10081 Garden Grove Blvd.
Garden Grove, CA 92844
(714) 823-4949

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

BAR# ARD00262821

R/O Open Date	R/O Number
4/08/17	[redacted]
R/O Close Date	**Status**
4/08/17	Pre-Invoice
Mileage In	**Mileage Out**
39056	39057
Service Advisor / Tag #	
JOSE URIBE	

[redacted]
ANAHEIM, CA [redacted]

Work Phone	Vehicle Identification Number
[redacted]	KNAFU4A22C5[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	1/14/17

Year	Make	Model	Body	Color	License Number
2012	KIA	FORTE	4DR SDN AUTO EX	WHITE	[redacted]

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted]	
#1 - SMOG: PERFORM CALIFORNIA STATE SMOG INSPECTION.NOTE BY LAW,YOU MAY CHOOSE ANOTHER FACILITY TOPERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICHTHE SMOG CHECK TEST INDICATES ARE NECESSARY.	
Work performed by HOUSE-TECHNO (100)	Internal
Work performed by GARD004 : 7K040802	Internal
SMOG CHECK CERTIFICATE NUMBER [redacted]	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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KIA GARDEN GROVE

10081 Garden Grove Blvd.
Garden Grove, CA 92844
(714) 823-4949

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

BAR# ARD00262821

R/O Open Date	R/O Number
6/12/17	[redacted]
R/O Close Date	**Status**
8/24/17	Pre-Invoice
Mileage In	**Mileage Out**
42694	42695
Service Advisor / Tag #	
JOSE URIBE/ [redacted]	

[redacted]
ANAHEIM, CA [redacted]

Work Phone: [redacted]

Vehicle Identification Number: KNAFU4A22C5 [redacted]

Delivery Date: 1/14/17

In-Service Date:

Year	Make	Model	Body	Color	License Number
2012	KIA	FORTE	4DR SDN AUTO EX	WHITE	[redacted]

[redacted]

DESCRIPTION OF SERVICE AND PARTS			AMOUNT
Cell: [redacted] Email: [redacted] AR#: MONT002			
#1 - Customer Reports: C/S CAR RUMBLES/IDLES HEAVILY WHEN IN D/R - IT IS MORE PRESENT WHILE AC IS ON - CHECK ENGINE LIGHT WAS ON WHEN RUMBLE/IDLE STARTED - CHECK AND ADVISE			
GDS SCAN FOUND DTC P0506 - IDLE AIR CONTROL SYSTEM LOW RPM. KNOCK/RUMBLING NOISE PRESENT. REMOVED DRIVE BELT, NOISE IS STILL PRESENT. HOISTED VEHICLE, NOISE PRESENT FROM BOTTOM END OF ENGINE. REMOVED ENGINE OIL PAN - FOUND METAL DEBRIS IN OIL PAN			
Tech: NGUYEN, ANDY (220)			1549.83
Installed 259Y2 2GH00R :REMAN ENGINE-SHORT		1@1403.35	1403.35
Installed 20910 2GG01 :GASKET KIT-ENGINE OV		1@286.42	286.42
Installed UM040 CH012 :ANTIFREEZE/COOLANT		1@22.60	22.60
Installed OIL :MOTOR OIL CASTROL GTX		5@3.39	16.95
Installed 21310 2G011 :PUMP ASSY-OIL		1@260.85	260.85
Installed 21381 2G000 :BOLT-OIL PUMP		2@4.89	9.78
Installed 21118 2G000 :BOLT-LADDERFRAME		1@3.17	3.17
Installed 22320 25000 :BOLT-CYLINDER HEAD		8@7.37	58.96
Installed 22321 25001 :BOLT-CYLINDER HEAD		2@8.75	17.50
Installed 22322 25001 :WASHER-CYLINDER HEAD		2@.99	1.98
Installed 24431 25001 :GUIDE-T/CHAIN		1@23.38	23.38
Installed 24420 25002 :TENSIONER ARM ASSY		1@32.80	32.80
Installed UM016 CH123 :THREEBOND 1217H		1@19.45	19.45
Installed 25462 21010 :RING-O		2@.56	1.12
Installed 23311 25010 :BOLT-FLYWHEEL	23	2@4.76	9.52

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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[redacted]

KIA GARDEN GROVE

10081 Garden Grove Blvd.
Garden Grove, CA 92844
(714) 823-4949

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

BAR# ARD00262821

R/O Open Date	R/O Number
6/12/17	[redacted]
R/O Close Date	**Status**
8/24/17	Pre-Invoice
Mileage In	**Mileage Out**
42694	42695
Service Advisor / Tag #	
JOSE URIBE/ [redacted]	

[redacted]
NAHEIM, CA [redacted]

Work Phone: [redacted]

Vehicle Identification Number: KNAFU4A22C5 [redacted]

Delivery Date: 1/14/17

In-Service Date:

Year	Make	Model	Body	Color	License Number
2012	KIA	FORTE	4DR SDN AUTO EX	WHITE	[redacted]

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
TECH ADVISED TO REPLACE ENGINE ASSEMBLY ******** CENTURY AUTHORIZED ENGINE REPLACEMENT REMOVED AND REPLACED ENGINE ASSEMBLY CENTURY AUTHORIZATION # [redacted] Sub Total: 3717.66	
#2 - KCP2: 5,000 MILE INTERVAL MAINTENANCE SERVICEREPLACE ENGINE OIL AND FILTERINSPECT AIR CLEANER FILTERINSPECT VACUUM HOSE Tech: NGUYEN, ANDY (220) ---- NOT COMPLETED - ENGINE REPLACED ----	Internal
#3 - AIR: CHECK AND ADJUST TIRE PRESSURES TO SPECIFICATIONSIN LF __PSI RF __PSI LF __PSI LR __PSIOUT LF __PSI RF __PSI LF __PSI LR __PSI I SERVICE INSPECTION Tech: NGUYEN, ANDY (220) -- SET TIRE PRESSURES TO 35 PSI.	Internal
#4 * MPI: PERFORM KIA MULTI-POINT VEHICLE INSPECTION ADDED OPERATION - CHECK ALL TIRE PRESSURES, AND ADJUST TIRE PRESS URES TO MANUFACTURER S SPECIFICATIONS. ---- DRIVE BELT REPLACED AS A GOODWILL GESTURE IN THE INTEREST OF CUSTOMER SATISFACTION ---- Tech: NGUYEN, ANDY (220)	Internal

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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[redacted]

KIA GARDEN GROVE

10081 Garden Grove Blvd.
Garden Grove, CA 92844
(714) 823-4949

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

BAR# ARD00262821

R/O Open Date	R/O Number
6/12/17	[redacted]
R/O Close Date	**Status**
8/16/17	Pre-Invoice
Mileage In	**Mileage Out**
42694	42695
Service Advisor / Tag #	
JOSE URIBE, [redacted]	

[redacted]
ANAHEIM, CA [redacted]

Work Phone: [redacted]

Vehicle Identification Number: KNAFU4A22C5[redacted]

Delivery Date: 1/14/17

In-Service Date:

Year	Make	Model	Body	Color	License Number
2012	KIA	FORTE	4DR SDN AUTO EX	WHITE	[redacted]

[redacted]

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
SUBLETRENTAL CAR PROVIDER COMPANY PER CLIENTS REQUEST.-- CLIENT WILL NEED TO SUPPLY A VALID DRIVERSLICENSE, PROOF OF INSURANCE, & A VALID CREDIT CARD		
ADDED OPERATION		
--- 6/20/17		
Tech: HOUSE-TECHNO (100)		Internal
#6 * TUNE4: 4 CYLINDER SPARKPLUG REPLACEMENT		
ADDED OPERATION		
Tech: NGUYEN, ANDY (220)		
Installed 18790 01031 :MULTI FUSE	1@55.24	55.24
Installed 18845 11160 :PLUG ASSY-SPARK	4@18.50	74.00
---- REPLACED SPARKPLUGS		
Sub Total: 129.24		
#7 * WAO: - WARRANTY ADD ON APPROVED BY SERVICE MANAGER -		
ADDED OPERATION		
ENGINE LACKS POWER, NOTICED BY TECHNICIAN ON TEST DRIVE AFTER ENGINE REPLACEMENT. PLEASE CHECK AND ADVISE....		
Tech: HOUSE-TECHNO (100)		Warranty
Installed 45000 3B690RCA :REMAN TRANS- AT	Qty: 1	Warranty
Installed UM013 CH059 :ATF TYPE 4(M)	Qty: 6	Warranty
Installed UM013 CH060 :TRANS COOLER FLUSH	Qty: 1	Warranty
Please Note: CC CREATED 2017-06-10 11:26:00AM TAKEN BY AMERICA SOSA		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	129.24
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	10.02
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	139.26
Visa 067630	190.33

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

(C) 20[redacted]

[redacted]

KIA GARDEN GROVE

10081 Garden Grove Blvd.
Garden Grove, CA 92844
(714) 823-4949

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

BAR# ARD00262821

R/O Open Date	R/O Number
8/22/17	[redacted]
R/O Close Date	**Status**
8/22/17	Reprint
Mileage In	**Mileage Out**
42695	42695

Service Advisor / Tag #
ALISON FANG

[redacted]
ANAHEIM, CA [redacted]

Work Phone [redacted]

Vehicle Identification Number
KNAFU4A22C5 [redacted]

Delivery Date	In-Service Date
1/14/17	

Year	Make	Model	Body	Color	License Number
2012	KIA	FORTE	4DR SDN AUTO EX	WHITE	[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted] AR#: MONT002	
#1 - MR KIATINT: TINT INSTALLED	
Tech: JUAN DEL RIO(933)	Internal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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[redacted]

KIA GARDEN GROVE

10081 Garden Grove Blvd.
Garden Grove, CA 92844
(714) 823-4949

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

BAR# ARD00262821

R/O Open Date	R/O Number
9/05/17	[redacted]
R/O Close Date	Status
9/05/17	Pre-Invoice
Mileage In	Mileage Out
43916	43917
Service Advisor / Tag #	
JOSE URIBE/ [redacted]	

[redacted]
ANAHEIM, CA [redacted]

Work Phone [redacted]

Vehicle Identification Number: KNAFU4A22C5[redacted]

Delivery Date: 1/14/17
In-Service Date:

Year	Make	Model	Body	Color	License Number
2012	KIA	FORTE	4DR SDN AUTO EX	WHITE	[redacted]

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted] AR#: MONT002	
#1 - Customer Reports: C/S CAR WOULD NOT START - CUSTOMER WAS ADVISED BY THIRD PARTY THERE IS A DRAW WHEN KEY IS OUT OF THE IGNITION - 4.87AMP DRAW - CHECK AND ADVISE	
PERFORMED GR8 LOAD TEST - BATTERY FAILED TEST 0 CCA / 600 CCA	
Corrected by	
Tech: NGUYEN, ANDY (220)	Warranty
Corrected by BATTERY ASS'Y RE	
Tech: NGUYEN, ANDY (220)	Warranty
Installed 37110 35001U :BATTERY Qty: 1	Warranty
BATTERY FEE	Warranty
REMOVED AND REPLACED BATTERY TO CORRECT ISSUE - VEHICLE STARTING AS DESIGNED	
#2 - AIR: CHECK AND ADJUST TIRE PRESSURES TO SPECIFICATIONSIN LF __PSI RF __PSI LF __PSI LR __PSIOUT LF __PSI RF __PSI LF __PSI LR __PSI	
SERVICE INSPECTION	
Tech: NGUYEN, ANDY (220)	
-- SET TIRE PRESSURES TO 35 PSI.	
Sub Total: .00	
#3 - MPI: PERFORM KIA MULTI-POINT VEHICLE INSPECTION - CHECK ALL TIRE PRESSURES, AND ADJUST TIRE PRESS	

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

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[redacted]

KIA GARDEN GROVE

10081 Garden Grove Blvd.
Garden Grove, CA 92844
(714) 823-4949

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

BAR# ARD00262821

R/O Open Date	R/O Number
9/05/17	[redacted]
R/O Close Date	**Status**
9/05/17	Pre-Invoice
Mileage In	**Mileage Out**
43916	43917
Service Advisor / Tag #	
JOSE URIBE/ [redacted]	

[redacted]
ANAHEIM, CA [redacted]

Work Phone [redacted]

Vehicle Identification Number: KNAFU4A22C5[redacted]

Delivery Date: 1/14/17

In-Service Date:

Year	Make	Model	Body	Color	License Number
2012	KIA	FORTE	4DR SDN AUTO EX	WHITE	[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
URES TO MANUFACTURER S SPECIFICATIONS.	
Tech: NGUYEN, ANDY (220)	
--- INSPECTION COMPLETED (SEE ATTACHED FORM) ---	
8.5/32 FRONT TIRES, 9/32 REAR TIRES	
6.0MM FRONT BRAKES, 6.0MM REAR BRAKES	
Sub Total: .00	
#4 * Customer Reports:	
C/S THERE IS A DRAW PRESENT - CHECK AND ADVISE	
PERFORMED ELECTRIC CIRCUIT DRAW TEST - FOUND 193MA 50MA SPEC. FOUND AFTERMARKET ALARM INSTALLED IN VEHICLE DRAWING POWER REMOVE ALARM AND RETEST	
Tech: NGUYEN, ANDY (220)	Internal
Installed BULB :MISC. BULB	Internal
REMOVED AFTER MARKET ALARM - PERFORMED DRAW TEST - 39MA 50MA SPEC - DRAW NO LONGER PRESENT	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

[redacted]

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

[redacted]

WARRANTY REPAIR ORDER

[redacted]

ANAHEIM, CA [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	9/05/17	[redacted]
	R/O Close Date	Cross Reference #
Body	Mileage In	Mileage Out
4DR SDN AUTO	43916	43917

Year	Make	Model	License Number	Service Advisor
2012	KIA	FORTE	[redacted]	JOSE URIBE

Vehicle Identification Number	Color		Delivery Date	In-Service Date
KNAFU4A22C5 [redacted]	WHITE		1/14/17	

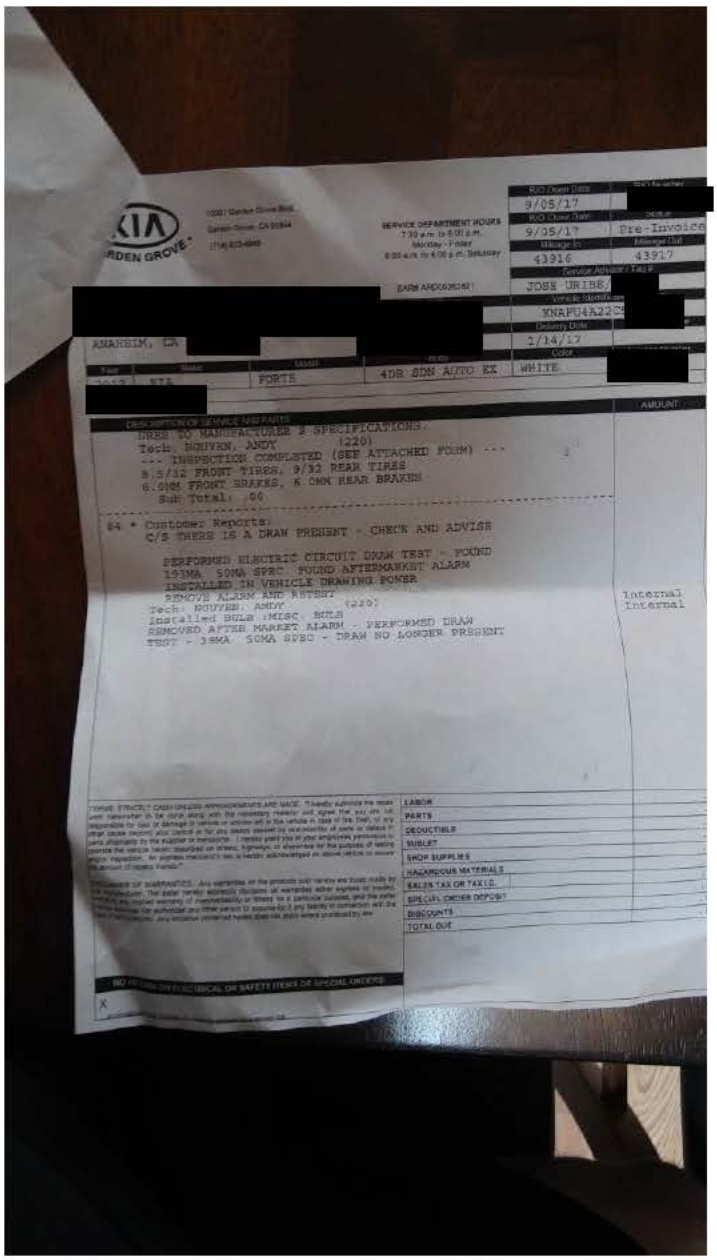
[redacted]

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
Cell: [redacted]		
#1 - Customer Reports: C/S CAR WOULD NOT START - CUSTOMER WAS ADVISED BY THIRD PARTY THERE IS A DRAW WHEN KEY IS OUT OF THE IGNITION - 4.87AMP DRAW - CHECK AND ADVISE		
PERFORMED GR8 LOAD TEST - BATTERY FAILED TEST 0 CCA / 600 CCA		
Op: 37110RQR:		
Tech: 220/7825 0.30hrs @ 108.5	7.80	32.55
Op: 37110R00: BATTERY ASS'Y RE		
Tech: 220/7825 0.20hrs @ 108.5	5.20	21.70
Part: 37110 35001U:BATTERY 1	69.95	97.93
BATTERY FEE		1.00
REMOVED AND REPLACED BATTERY TO CORRECT ISSUE - VEHICLE STARTING AS DESIGNED		
Sub-Total Labor: 13.00		54.25
Sub-Total Parts: 69.95		98.93
Sub-Total: 82.95		153.18

ACCOUNT #			
	LABOR	13.00	54.25
	PARTS	69.95	98.93
METHOD	SUBLET		.00
Cash	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	82.95	153.18

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[redacted]



KIA
RDEN GROVE

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

[redacted]

R/O Open Date	9/05/17
R/O Close Date	9/05/17
Mileage In	43916
Mileage Out	43917
Service Advisor / Tech #	JOSE URIBE/
Vehicle Identification	KNAFU4A22C[redacted]
Delivery Date	2/14/17
Color	WHITE

ANAHEIM, CA [redacted]

Year	Make	Model	Body	Color
[redacted]	KIA	FORTE	4DR SDN AUTO EX	WHITE

[redacted]

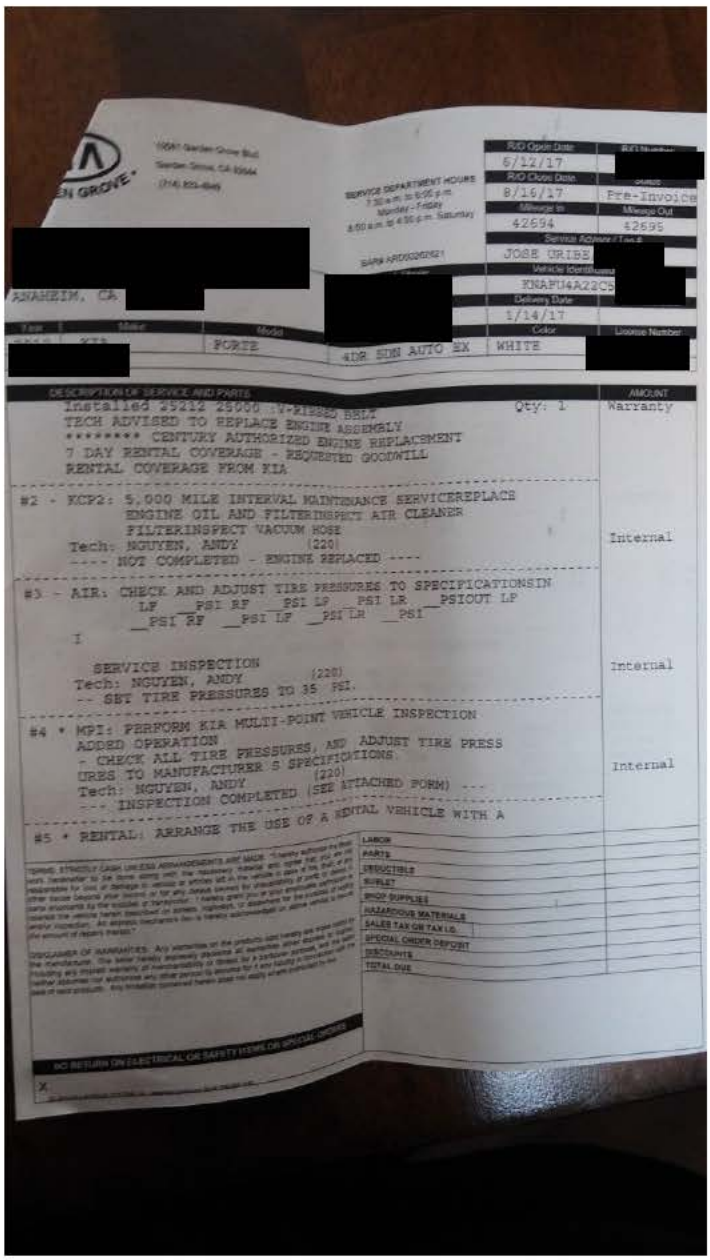
DESCRIPTION OF SERVICE AND PARTS	AMOUNT
DRESS TO MANUFACTURER'S SPECIFICATIONS Tech: NGUYEN, ANDY (220) --- INSPECTION COMPLETED (SEE ATTACHED FORM) --- 8.5/32 FRONT TIRES, 9/32 REAR TIRES 6.0MM FRONT BRAKES, 6.0MM REAR BRAKES Sub Total: .00	
84 * Customer Reports: C/S THERE IS A DRAW PRESENT - CHECK AND ADVISE PERFORMED ELECTRIC CIRCUIT DRAW TEST - FOUND 193MA 50MA SPEC FOUND AFTERMARKET ALARM INSTALLED IN VEHICLE DRAWING POWER REMOVE ALARM AND RETEST (220) Tech: NGUYEN, ANDY Installed BULB :MISC BULB REMOVED AFTER MARKET ALARM - PERFORMED DRAW TEST - 38MA 50MA SPEC - DRAW NO LONGER PRESENT	Internal Internal

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO ACTION ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

[redacted]



[redacted]

ANAHEIM, CA [redacted]

R/O Open Date	R/O Number
6/12/17	[redacted]
R/O Close Date	Status
8/16/17	Pre-Invoice
Mileage In	Mileage Out
42694	42695
Service Advisor / Tech #	
JOSE URIBE	[redacted]
Vehicle Identification	
KNAFU4A22C5	[redacted]
Delivery Date	
1/14/17	

Year	Make	Model	Color	License Number
[redacted]	KIA	FORTE	WHITE	[redacted]

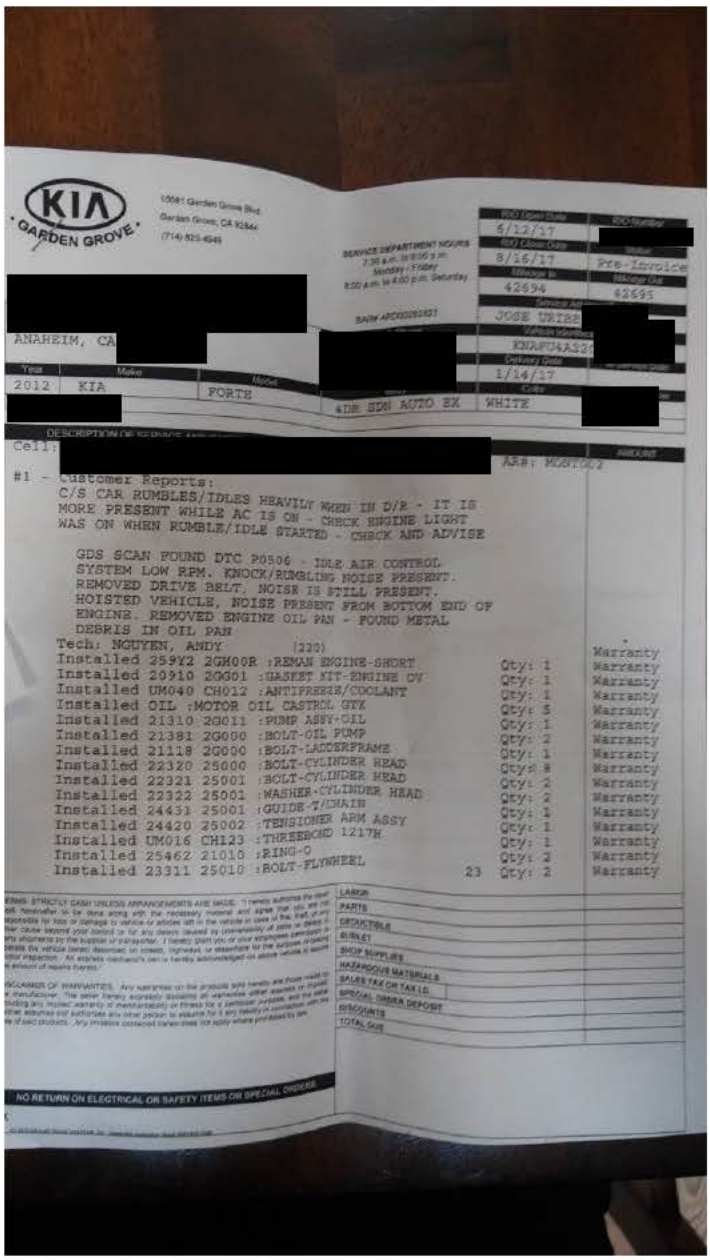
DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Installed 35212 25000 TV*FREED BELT TECH ADVISED TO REPLACE ENGINE ASSEMBLY ******** CENTURY AUTHORIZED ENGINE REPLACEMENT 7 DAY RENTAL COVERAGE - REQUESTED GOODWILL RENTAL COVERAGE FROM KIA	Qty: 1	Warranty
#2 - KCP2: 5,000 MILE INTERVAL MAINTENANCE SERVICEREPLACE ENGINE OIL AND FILTERINSPECT AIR CLEANER FILTERINSPECT VACUUM HOSE Tech: NGUYEN, ANDY (220) ---- NOT COMPLETED - ENGINE REPLACED ----		Internal
#3 - AIR: CHECK AND ADJUST TIRE PRESSURES TO SPECIFICATIONSIN LF __PSI RF __PSI LF __PSI LR __PSIOUT LP __PSI RF __PSI LF __PSI LR __PSI I SERVICE INSPECTION Tech: NGUYEN, ANDY (220) -- SET TIRE PRESSURES TO 35 PSI.		Internal
#4 * MPI: PERFORM KIA MULTI-POINT VEHICLE INSPECTION ADDED OPERATION - CHECK ALL TIRE PRESSURES, AND ADJUST TIRE PRESS URES TO MANUFACTURER S SPECIFICATIONS. Tech: NGUYEN, ANDY (220) --- INSPECTION COMPLETED (SEE ATTACHED FORM) ---		Internal
#5 * RENTAL: ARRANGE THE USE OF A RENTAL VEHICLE WITH A		

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

[redacted]



KIA GARDEN OVE

10581 Garden Grove Blvd
Garden Grove, CA 92844
(714) 823-4949

SERVICE DEPARTMENT HOURS
7:30 a.m. to 8:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

[redacted]

ANAHEIM, CA [redacted]

Year	Make	Model		Color
2012	KIA	FORTE	4DR SDN AUTO EX	WHITE

[redacted]

RO Open Date	RO Number
6/12/17	[redacted]
RO Close Date	Writer
8/16/17	Pre-Invoice
Odometer In	Mileage Out
42694	42695
Service Advisor	
JOSE URIBE	[redacted]
Vehicle Identification Number	
KNAFU4A23	[redacted]
Delivery Date	
1/14/17	

DESCRIPTION OF REQUEST AND RECOMMENDATION

Cell: [redacted]

AR#: MO8T0C2

#1 - Customer Reports:
C/S CAR RUMBLES/IDLES HEAVILY WHEN IN D/R - IT IS MORE PRESENT WHILE AC IS ON - CHECK ENGINE LIGHT WAS ON WHEN RUMBLE/IDLE STARTED - CHECK AND ADVISE

GDS SCAN FOUND DTC P0506 - IDLE AIR CONTROL SYSTEM LOW RPM. KNOCK/RUMBLING NOISE PRESENT. REMOVED DRIVE BELT, NOISE IS STILL PRESENT. HOISTED VEHICLE, NOISE PRESENT FROM BOTTOM END OF ENGINE. REMOVED ENGINE OIL PAN - FOUND METAL DEBRIS IN OIL PAN

Tech: NGUYEN, ANDY (220)

Installed 259Y2 2GK00R :REMAN ENGINE-SHORT		Qty: 1	Warranty
Installed 20910 2GG01 :GASKET KIT-ENGINE OV		Qty: 1	Warranty
Installed UM040 CH012 :ANTIFREEZE/COOLANT		Qty: 1	Warranty
Installed OIL :MOTOR OIL CASTROL GTX		Qty: 5	Warranty
Installed 21310 2G011 :PUMP ASSY-OIL		Qty: 1	Warranty
Installed 21381 2G000 :BOLT-OIL PUMP		Qty: 2	Warranty
Installed 21118 2G000 :BOLT-LADDERFRAME		Qty: 1	Warranty
Installed 22320 25000 :BOLT-CYLINDER HEAD		Qty: 8	Warranty
Installed 22321 25001 :BOLT-CYLINDER HEAD		Qty: 2	Warranty
Installed 22322 25001 :WASHER-CYLINDER HEAD		Qty: 2	Warranty
Installed 24431 25001 :GUIDE-T/CHAIN		Qty: 1	Warranty
Installed 24420 25002 :TENSIONER ARM ASSY		Qty: 1	Warranty
Installed UM016 CH123 :THREEBOND 1217H		Qty: 1	Warranty
Installed 25462 21010 :RING-O		Qty: 2	Warranty
Installed 23311 25010 :BOLT-FLYWHEEL	23	Qty: 2	Warranty

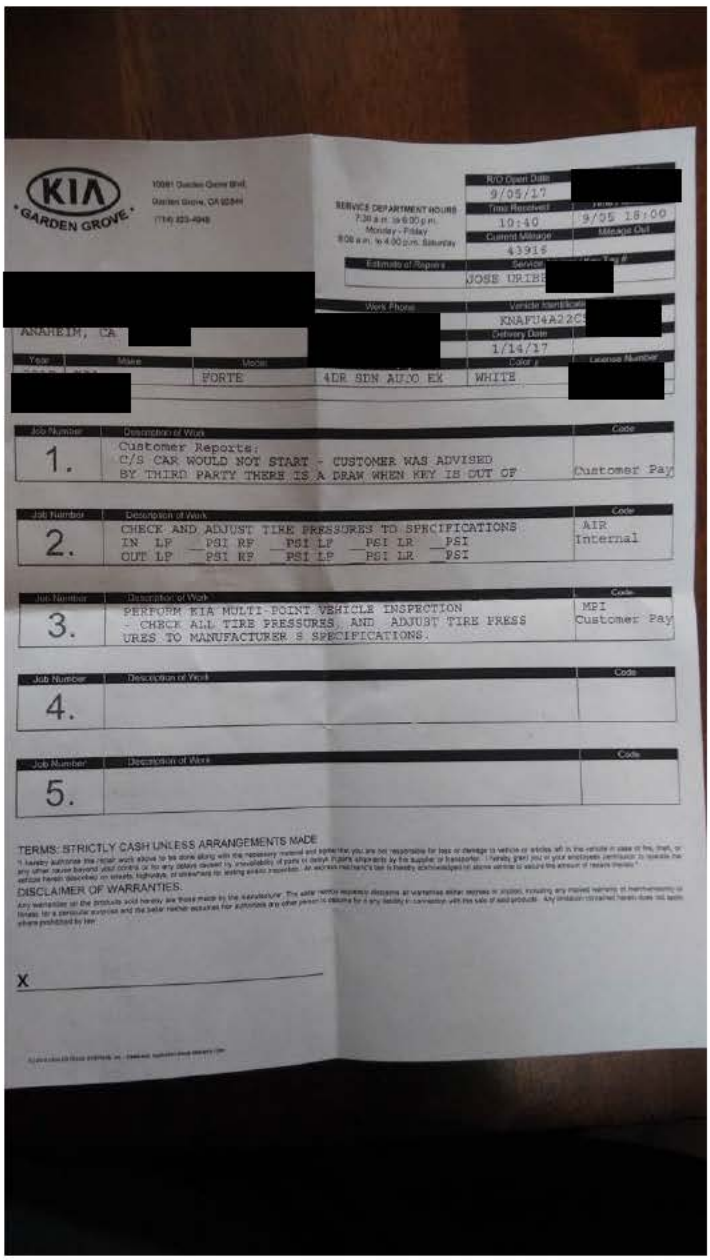
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the above work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle (when necessary) on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereto are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

[redacted]



KIA
GARDEN GROVE
10081 Garden Grove Blvd.
Garden Grove, CA 92844
(714) 893-4948

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	
9/05/17	[redacted]
Time Received	Promise
10:40	9/05 18:00
Current Mileage	Mileage Out
41918	
Estimate or Repairs	Service Tag #
JOSE URIBE	[redacted]

[redacted]
ANAHEIM, CA [redacted]

Work Phone	Vehicle Identification
[redacted]	KNAFU4A22C[redacted]
	Delivery Date
	1/14/17

Year	Make	Model	Color	License Number
[redacted]		FORTE	WHITE	[redacted]

Job Number	Description of Work	Code
1.	Customer Reports: C/S CAR WOULD NOT START - CUSTOMER WAS ADVISED BY THIRD PARTY THERE IS A DRAW WHEN KEY IS OUT OF	Customer Pay

Job Number	Description of Work	Code
2.	CHECK AND ADJUST TIRE PRESSURES TO SPECIFICATIONS IN LF __PSI RF __PSI LF __PSI LR __PSI OUT LF __PSI RF __PSI LF __PSI LR __PSI	AIR Internal

Job Number	Description of Work	Code
3.	PERFORM KIA MULTI-POINT VEHICLE INSPECTION - CHECK ALL TIRE PRESSURES, AND ADJUST TIRE PRESS URES TO MANUFACTURER S SPECIFICATIONS.	MPI Customer Pay

Job Number	Description of Work	Code
4.		

Job Number	Description of Work	Code
5.		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in delivery of parts shipped by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

DISCLAIMER OF WARRANTIES:

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X _____

[redacted]



10961 Garden Grove Blvd
Garden Grove, CA 92844
(714) 933-4040

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

[redacted]
ANAHEIM, CA [redacted]

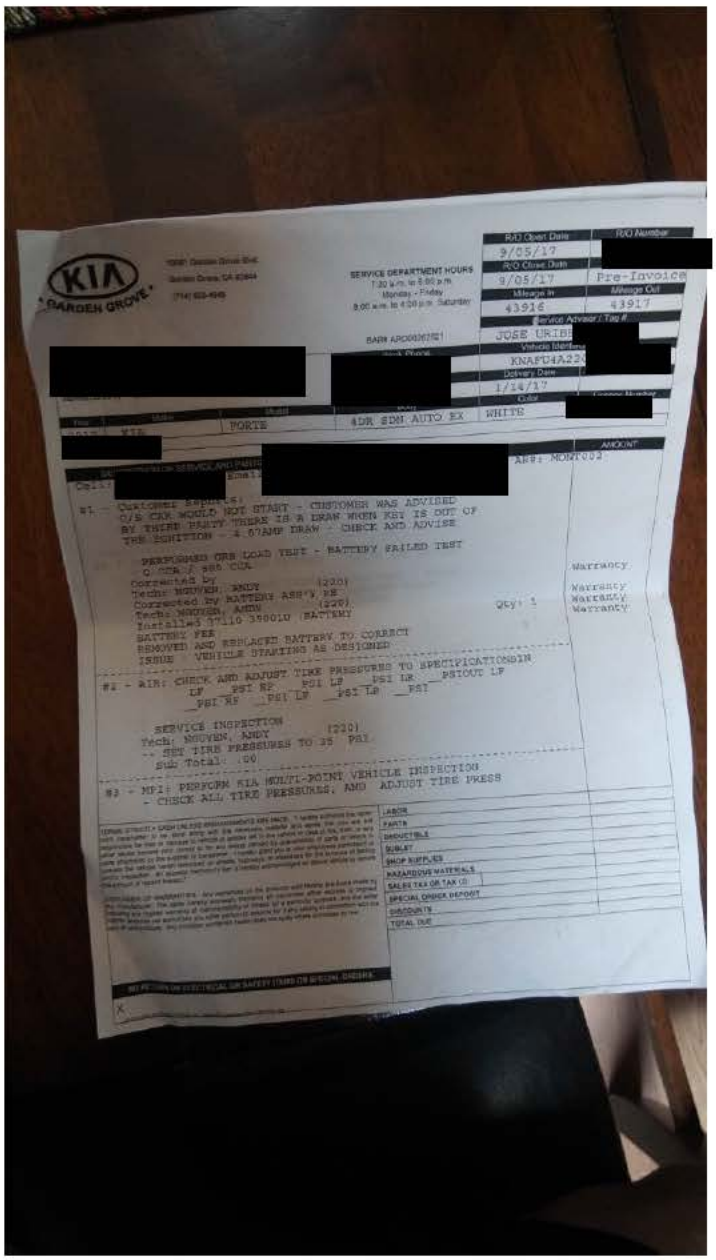
R/O Open Date	R/O Number
6/12/17	[redacted]
R/O Close Date	Status
8/16/17	Pre-Invoice
Mileage In	Mileage Out
42694	42695
Service Adv	
JOSE URIBE/	[redacted]
Vehicle Identifi	[redacted]
KNAPU4A22C	
Delivery Date	
1/14/17	
Color	License Number
WHITE	[redacted]

Year	Make	Model		
[redacted]		PORTE	4DR SDN AUTO EX	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
SUBLETRENTAL CAR PROVIDER COMPANY PER CLIENTS REQUEST.-- CLIENT WILL NEED TO SUPPLY A VALID DRIVERSLICENSE, PROOF OF INSURANCE, & A VALID CREDIT CARD		
ADDED OPERATION		
--- 6/20/17		
Tech: HOUSE-TECHNO (100)		Internal
#6 * TUNE4; 4 CYLINDER SPARKPLUG REPLACEMENT		
ADDED OPERATION		
Tech: NGUYEN, ANDY (220)		
Installed 18790 01031 ;MULTI FUSE	1@55.24	55.24
Installed 18845 11160 ;PLUG ASSY-SPARK	4@18.50	74.00
---- REPLACED SPARKPLUGS		
Sub Total: 129.24		
#7 * WAO: - WARRANTY ADD ON APPROVED BY SERVICE MANAGER -		
ADDED OPERATION		
ENGINE LACKS POWER, NOTICED BY TECHNICIAN ON TEST DRIVE AFTER ENGINE REPLACEMENT. PLEASE CHECK AND ADVISE....		Warranty
Tech: HOUSE-TECHNO (100)		Warranty
Installed 45000 3B690RCA ;REMAN TRANS- AT	Qty: 1	Warranty
Installed UM013 CH059 ;ATF TYPE 4(M)	Qty: 6	Warranty
Installed UM013 CH060 ;TRANS COOLER FLUSH	Qty: 1	Warranty
Please Note: CC CREATED 2017-06-10 11:26:00AM TAKEN BY AMERICA SOSA		

LABOR	.00
PARTS	129.24
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	10.02
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	139.26
VISA 067836	130.33

I HEREBY AUTHORIZE THE REPAIR WORK AND/OR ARRANGEMENTS AS ARE MADE. I hereby authorize the repair work and/or arrangements as are made. I hereby authorize the repair work and/or arrangements as are made. I hereby authorize the repair work and/or arrangements as are made



KIA GARDEN GROVE

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:30 p.m. Saturday

R/O Open Date	R/O Number
9/05/17	[redacted]
R/O Close Date	
9/05/17	Pre-Invoice
Mileage In	Mileage Out
43916	43917
Service Advisor / Tag #	
JOSE URIBE	
Vehicle Identifica	
KNAFU4A22	
Delivery Date	
1/14/17	

Year	Make	Model	Body	Color
[redacted]	KIA	FORTE	4DR SDN AUTO EX	WHITE

Cust. No.	Email:	AR#: MOU1002

#1 - Customer Requests:
C/S CAR WOULD NOT START - CUSTOMER WAS ADVISED
BY THERE MIGHT THERE IS A DRAW WHEN KEY IS OUT OF
THE IGNITION - 4.67AMP DRAW - CHECK AND ADVISE

PERFORMED ORB LOAD TEST - BATTERY FAILED TEST
0 CCA'S 965 CCA
Corrected By (220) Warranty
Tech: MOUVEN, ANDY
Corrected By BATTERY ASS'Y RE (220) Warranty
Tech: MOUVEN, ANDY (220) Warranty
Installed 37110 3S001U BATTERY Qty: 1
BATTERY FEE
REMOVED AND REPLACED BATTERY TO CORRECT
ISSUE VEHICLE STARTING AS DESIGNED

#2 - AIR: CHECK AND ADJUST TIRE PRESSURES TO SPECIFICATIONSIN
LF PSI RF PSI LF PSI LR PSIOUT LF
PSI RF PSI LF PSI LF PSI

SERVICE INSPECTION
Tech: MOUVEN, ANDY (220)
-- SET TIRE PRESSURES TO 35 PSI
Sub Total: .00

#3 - MPI: PERFORM KIA MULTI-POINT VEHICLE INSPECTION
- CHECK ALL TIRE PRESSURES, AND ADJUST TIRE PRESS

LABOR	
PARTS	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX ID	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

X

[redacted]




WEATHERBEATER









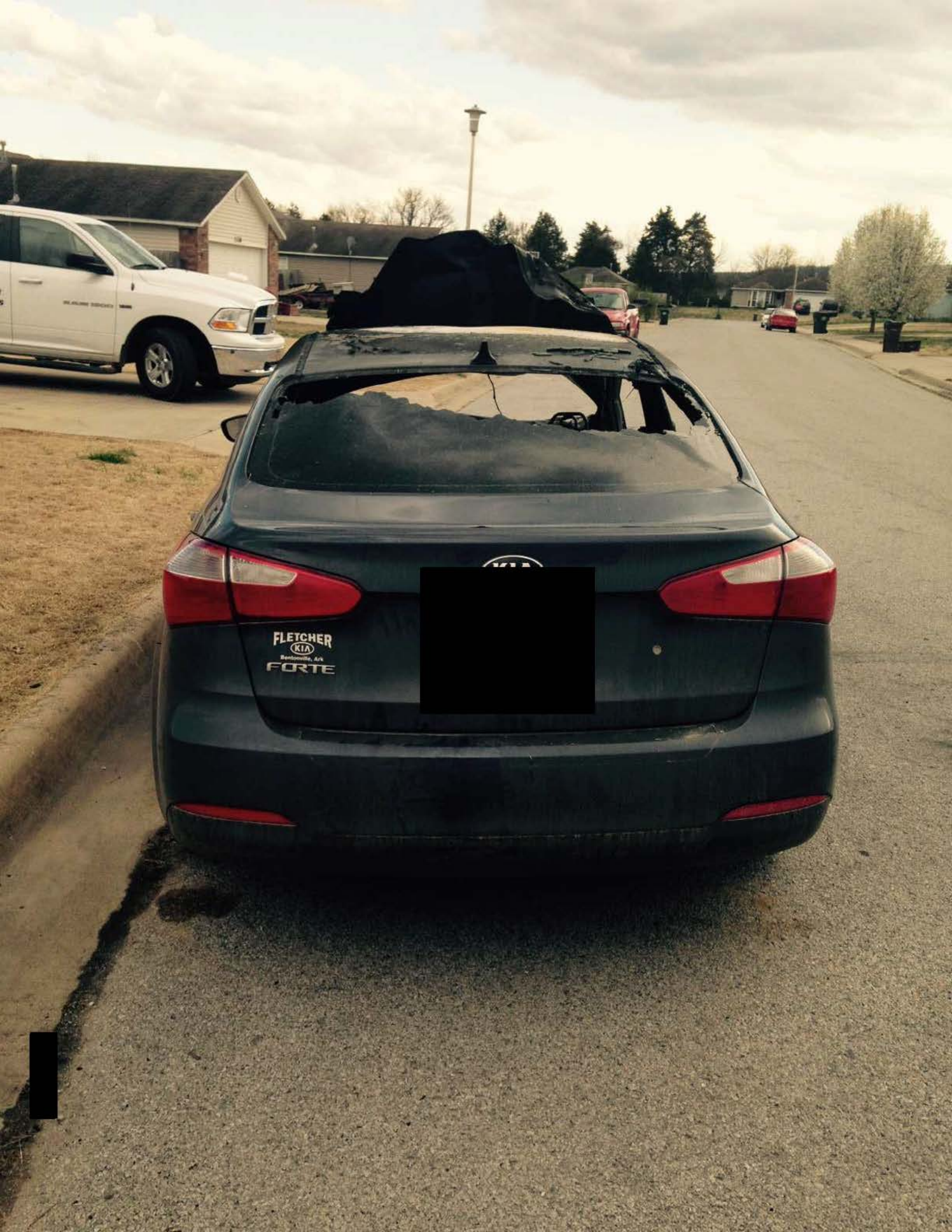

WEATHERBEATER


WEATHERBEATER

[redacted]

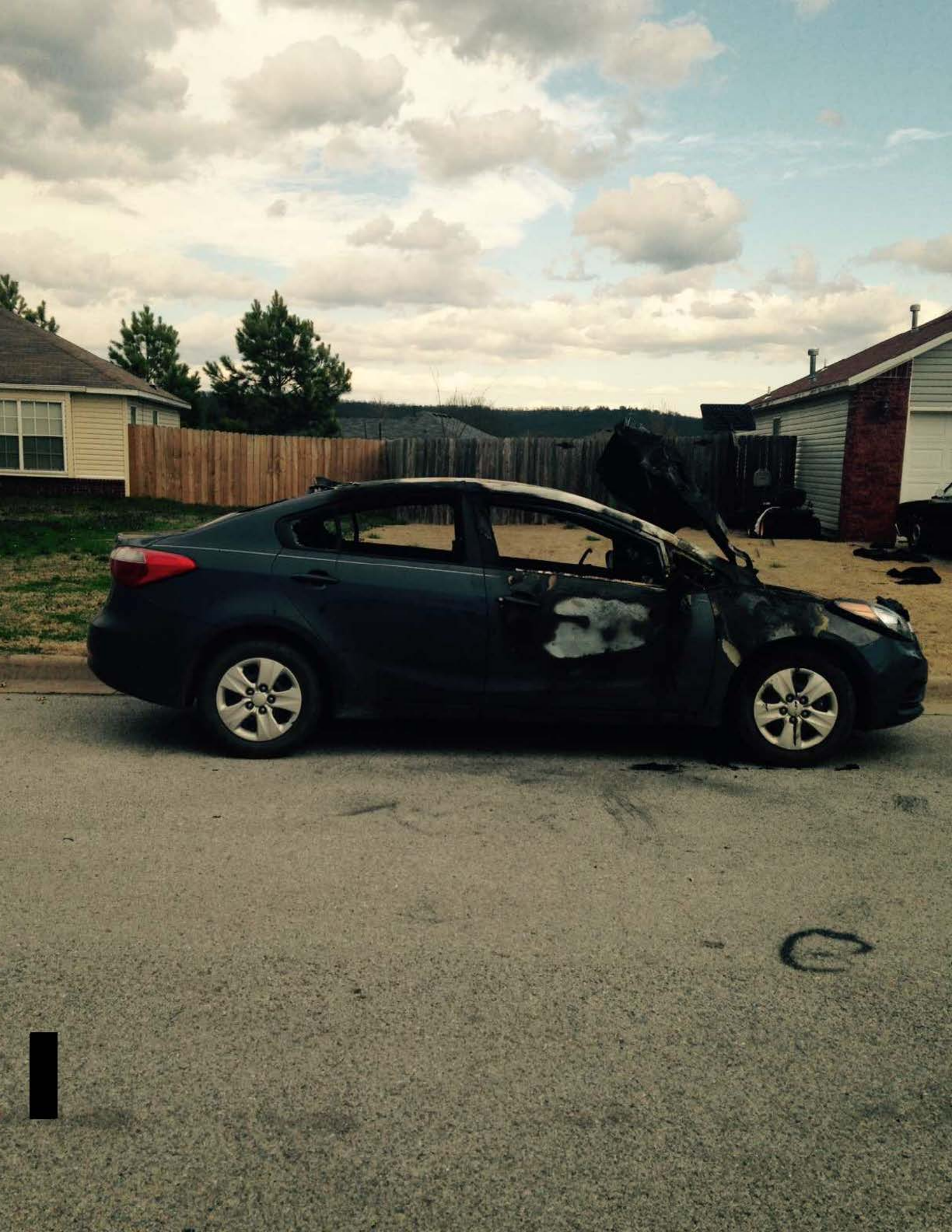





FLETCHER
KIA
Bentonville, Ark
FORTE




1355



3/26/15
15:56:32
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

HILLEGASM
KIAPROD

VIN No : KNAFK4A68E5[redacted]

In Service Date: 11/30/13

Model . . C3421
Series . FORTE

Repair Date	W T	Dlr No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
8/12/13	W	AR017	22812	1 01	Wiring Harness- Main	WIRING ASSY-CONTROL	49
5/03/13	I	AR017	20897	1 01			15
4/19/13	R	80109	73896	1 01		MIRROR ASSY-O/S REAR	1
4/19/13	R	80109	73897	1 01		LABEL	1

More...

I=Inquiry
F3=Exit

F11=Summary/Detail

[redacted]

WKR090 HILLEGASMA
WKR116 HILLEGASM

KIA MOTORS AMERICA
Campaign List by VIN

3/26/2015
15:56:37

Vehicle I.D : **KNAFK4A68E5[redacted]**

'C' Issue 'D' Number	Description	Dealer Code	Repair Date	Dealer Type
PUP584	2014 FORTE OWNERS MANUAL REPLA	80109	4/19/2013	
PUP586	14MY YD REAR VIEW MIRROR INSPE	80109	4/19/2013	RD
SC113B	SC113B COOLING FAN RESISTOR (1			

Bottom

C=Close D=Remove F3=Exit

[redacted]

CARFAX® Vehicle History Report™

US $39.99

An independent company established in 1986

Vehicle Information:
2014 KIA FORTE LX
VIN: KNAFK4A68E5[redacted]
SEDAN 4 DR
1.8L I4 FI DOHC 16V
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 accident / damage reported to CARFAX
- CARFAX 1-Owner vehicle
- **3** Service records available
- Personal vehicle
- **9,685** Last reported odometer reading
- Worth **$260** more than retail book value



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 3/26/15 at 6:56:52 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 Price Calculator™

Adjust the value of this 2014 Kia Forte LX based on the information available in this report

1) Retail Book Value		2) CARFAX Price Adjustment™		3) Adjusted Retail Value
$ 0	+	+ $260	=	Begin by entering the retail book value
Enter retail book value here		Above retail book value		



Start by entering the retail book value from a pricing guide website.

This vehicle is worth more than average, based on information in this report.

Compare adjusted retail value to seller's asking price when making your decision.

CARFAX Ownership History

The number of owners is estimated

	Owner 1
Year purchased	2013
Type of owner	Personal
Estimated length of ownership	1 yr. 3 mo.
Owned in the following states/provinces	Arkansas
Estimated miles driven per year	---
Last reported odometer reading	9,685

CARFAX 1 OWNER

CARFAX Owner 1

Title History

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. **Register** | **View Terms**

Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1
Total Loss No total loss reported to CARFAX.	✓ No Issues Reported
Structural Damage No structural damage reported to CARFAX.	✓ No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	✓ No Issues Reported
Odometer Check No indication of an odometer rollback.	✓ No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	✓ No Issues Reported
Manufacturer Recall No open recalls reported to CARFAX.	✓ No Recalls Reported

Detailed History

Glossary

Owner 1

Purchased:	2013
Type:	Personal
Where:	Arkansas
Est. length owned:	11/29/13 - present (1 yr. 3 mo.)

Date:	Mileage:	Source:	Comments:
04/24/2013	5	Frank Fletcher Kia Bentonville, AR 479-845-4343	Vehicle offered for sale
05/03/2013	15	Frank Fletcher Kia Bentonville, AR 479-845-4343	Pre-delivery inspection completed Nitrogen fill tires
06/12/2013		Fletcher Automotive Group fletcherauto.com	Vehicle offered for sale
09/27/2013	49	Frank Fletcher Kia Bentonville, AR 479-845-4343	Engine/powertrain computer/module checked
11/29/2013		Frank Fletcher Kia Bentonville, AR 479-845-4343	Vehicle sold
11/29/2013		Arkansas Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle

01/29/2014		Arkansas Motor Vehicle Dept. Elkins, AR Title #[redacted]	Title issued or updated First owner reported Loan or lien reported Vehicle color noted as Blue
06/27/2014	9,685	Frank Fletcher Kia Bentonville, AR 479-845-4343	Maintenance inspection completed Oil and filter changed
12/23/2014		Arkansas Motor Vehicle Dept. Elkins, AR Title #[redacted]	Registration issued or renewed Loan or lien reported Vehicle color noted as Blue



Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.

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

CARFAX Glossary

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CARFAX Price Adjustment™
Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

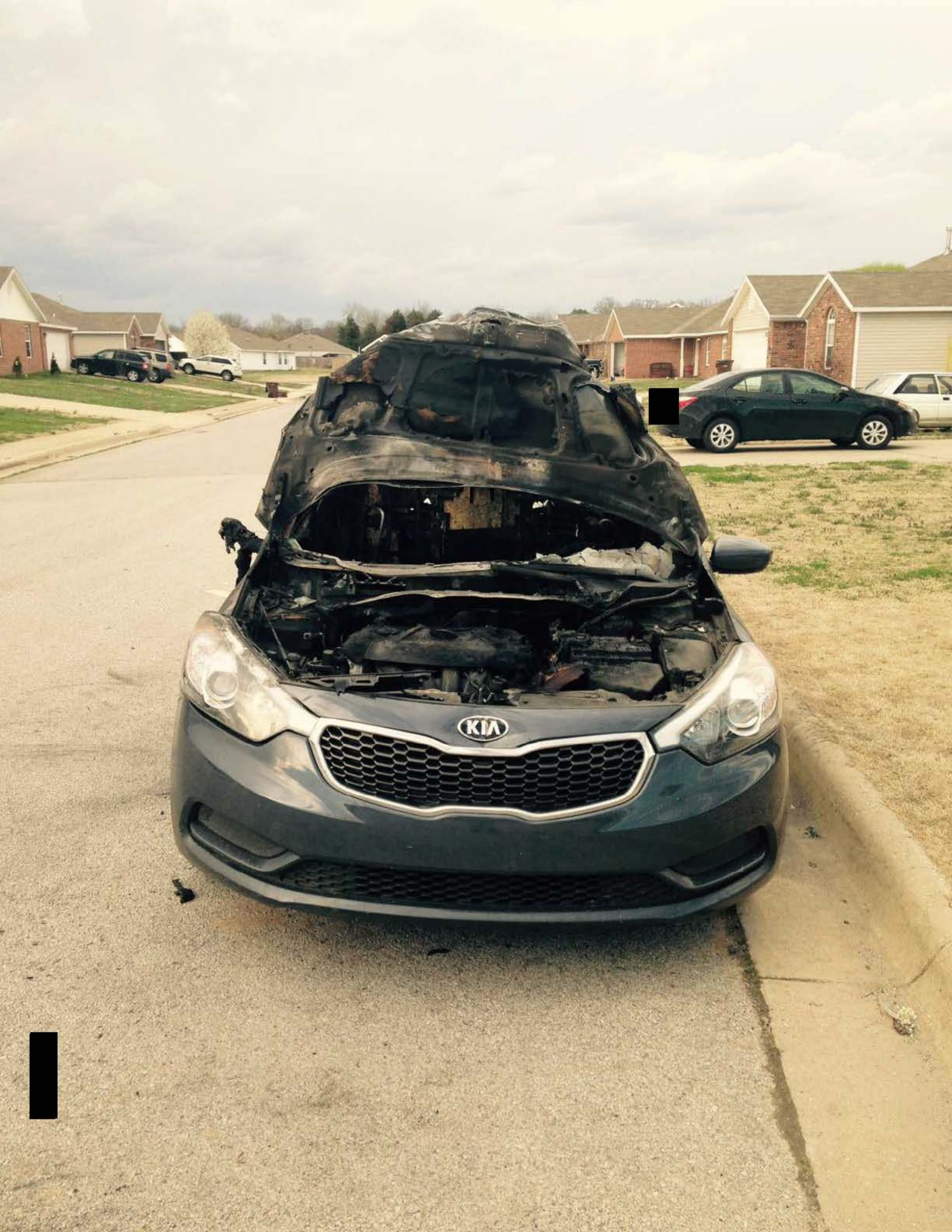
First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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