

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

**BBB AUTO LINE
Customer Claim Form**

Case number: [REDACTED]
Contact Date: 07/20/20
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]			
Mailing address: [REDACTED]			
City: [REDACTED]	State: KY	Zip code: [REDACTED]	
Day phone: [REDACTED]	Evening phone:	Cell phone:	
Fax:	E-mail address: [REDACTED]		

SECTION 2: VEHICLE INFORMATION

Make: Kia	Model: Telluride	Year: 2020	Current mileage: 3900
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Jeff Wyler Kia, Bativa, KY			
Primary Servicing dealer/city/state: JEFF WYLER KIA,			
Acquired as <input type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input checked="" type="checkbox"/> leased	Is your vehicle Certified Pre-Owned? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		
Purchase/lease date: 12/15/19	Mileage at purchase/lease:		
First repair attempt date: 06/18/20	First repair attempt mileage: 3000		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The customer would like to have the vehicle replaced.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER [REDACTED]

Case Number: [REDACTED]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
instrument cluster bad All warning lights came on while driving in cruise control				yes
veh also accelerated on it's own.		2		yes

Total days out of service for all problems: 25

Signature of Titled Owner(s) [REDACTED] Date 7/23/20

Printed Name of Titled Owner(s) [REDACTED]

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

CUSTOMER #: [REDACTED]

Auffenberg KIA

WORKORDER

106 Auto Court - O'Fallon, IL 62269
(618) 624-2277

PAGE 1

WASH

REMIT TO:

1708 New Car Dr.
O'Fallon, IL 62269

HOME:
BUS:

CONT:
CELL:

SERVICE ADVISOR: 5526 TILK JR, JOSEPH H

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DARK MOSS	20	KIA TELLURIDE	[REDACTED]		3537/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17DEC19 DD			18:00 18JUN20		115.00	CASH	
R.O. OPENED	READY	OPTIONS: DLR:IL014 ENG:3.8_Liter_DOHC					
17JUN2020 15:02							

VEHICLE SERVICE HISTORY

CLSD DTE

RO# S/A MILEAGE OP CODE TECH... TYPE DESCRIPTION

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A WK C/S; WHILE CRUISE CONTROL WAS ON FOR A PERIOD TIME THE ONBOARD DIAG LIT UP AND ALL THE LIGHTS ON THE DASH LIT UP AND VEHICLE STARTED ACCELERATING PAST THE SET CRUISE SPEED. CUSTOMER TURNED VEHICLE OFF AND THEN TURNED IT BACK ON AND IT DID THE SAME THING AGAIN AFTER SETTING THE CRUISE CONTROL. DID NOT USE CRUISE THE REST OF THE TRIP AND [REDACTED]

Case # [REDACTED]

B 99P IPROM KIA MULTI-POINT VEHICLE INSPECTION

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

SHOP SUPPLY COSTS: A charge equal to 8% of the total cost of labor and parts, not to exceed \$100.00, will be added to the Repair Order for shop supplies used in connection with the repair.

STORAGE CHARGES: I understand that a storage charge equal to \$25.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 15 working days from the date I am notified that the work on the vehicle has been completed.

PAYMENT TERMS: I agree to pay for the repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged on the vehicle for authorized service to secure the cost of labor, materials, and other authorized charges. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component to provide an estimated cost of repairs, but elect not to proceed with the repair, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay for the same. Such charges will be directly related to the actual amount of labor or parts involved in the inspection, repair or

By Signing Below: I agree that: (1) I have read this Repair Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, supplier, or transporter or for any loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I agree to provide a vehicle as needed to facilitate vehicle repairs and diagnostic or research purposes.

ESTIMATE: You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate but shall not exceed (1) any price limited estimate or (2) any parts and labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified. You may waive your right to an estimate, which gives the motor vehicle repair facility the right to set the price without your permission. Your signature will indicate your selection.

(a) I request an estimate in writing before you begin repairs. Signature _____

(b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$_____. Signature _____

(c) I do not want an estimate and you may set the price of repairs. Signature _____ Date _____ Time _____

PRELIMINARY ESTIMATE \$ _____

This estimated price for authorized repairs will be honored if the motor vehicle is delivered to the facility within the time period agreed to by the consumer and the motor vehicle repair facility. Estimates will include charges to complete the repair, including any charges to perform diagnostics, prepare estimates, and disassemble/reassemble the vehicle or a vehicle component.

LABOR AND PARTS COSTS: A combination of industry standard flat rate (time) manuals, actual time, or condition of the vehicle may be used to determine labor costs.

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection or returned to you, unless subject to a manufacturer's warranty, core charge, or otherwise specified.

Discard Replaced Parts (INITIAL) Save Replaced Parts (INITIAL)

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By/Telephone No.:	Date & Time
1	\$		
Revised Estimate	\$		

Customer X [REDACTED] Date _____

CUSTOMER #:



INVOICE

Jeff Wyler Kia
1117 State Route 32
Batavia, OH 45103
(513) 752-3447
www.wylereastgate.com

PAGE 1

HOME:
BUS:
CONT:
CELL:

SERVICE ADVISOR: 6748 DENNIS RAY COLLIER

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Row 1: DARK MOSS, 20, KIA TELLURIDE, [REDACTED], 4063/4075, [REDACTED]

Table with columns: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 17DEC19 DD, [REDACTED], [REDACTED], 17:30 20JUL20, [REDACTED], 0.00, CASH, 20JUL20

Table with columns: R.O. OPENED, READY, OPTIONS. Row 1: 14:46 29JUN20, 16:33 20JUL20, SOLD-STK:1152101 DLR:112779 ENG:3.8_Liter_DOHC

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A C/S: CUSTOMER STATES WHILE DRIVING WITH CRUISE CONTROL ON ENTIRE INSTRUMENT CLUSTER LIT UP AND VEHICLE SURGED IN ACCELERATION. CUSTOMER TURNED OFF CRUISE CONTROL AND VEHICLE SEEMED TO GO BACK TO NORMAL OPERATION. THIS HAPPENED AGAIN WHEN CUSTOMER USED CRUISE CONTROL. CUSTOMER TOOK VEHICLE TO DEALERSHIP IN INDIANAN WHO CONTACTED TECHLINE, AND WAS ADVISED THE INSTRUMENT CLUSTER NEEDED TO BE REPLACED. CUSTOMER WAS UNABLE TO WAIT 2 WEEKS FOR PART TO ARRIVE AND REPAIR AS CUSTOMER WAS OUT OF TOWN ON BUSINESS.

CAUSE:

OCM C/S: CUSTOMER STATES WHILE DRIVING WITH CRUISE CONTROL ON ENTIRE INSTRUMENT CLUSTER LIT UP AND VEHICLE SURGED IN ACCELERATION. CUSTOMER TURNED OFF CRUISE CONTROL AND VEHICLE SEEMED TO GO BACK TO NORMAL OPERATION. THIS HAPPENED AGAIN WHEN CUSTOMER USED CRUISE CONTROL. CUSTOMER TOOK VEHICLE TO DEALERSHIP IN INDIANAN WHO CONTACTED TECHLINE, AND WAS ADVISED THE INSTRUMENT CLUSTER NEEDED TO BE REPLACED. CUSTOMER WAS UNABLE TO WAIT 2 WEEKS FOR PART TO ARRIVE AND REPAIR AS CUSTOMER WAS OUT OF TOWN ON BUSINESS.

- 8214 W (N/C)
1 94001-S9010 CLUSTER ASSY-INSTRUM (N/C)
1 1152375 CLUSTER MILAGE RESET (N/C)

4063 ref case# [REDACTED] prior diagnostics performed to determine instrument cluster fault. replaced gauge cluster under warranty, performed road test to verify problem is fixed.

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE...

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total labor cost, not to exceed \$24.00, to the Repair Order for shop supplies used in connection with this repair. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

Table with columns: DESCRIPTION, TOTALS. Rows include: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER # [REDACTED]



INVOICE

Jeff Wyler Kia
1117 State Route 32
Batavia, OH 45103
(513) 752-3447
www.wylereastgate.com

PAGE 2

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6748 DENNIS RAY COLLIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
DARK MOSS	20	KIA TELLURIDE	[REDACTED]		4063/4075	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
17DEC19 DE			17:30 20JUL20		0.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK:1152101 DLR:112779		ENG:3.8_Liter_DOHC		
14:46 29JUN20	16:33 20JUL20					
LINE OPCODE	TECH TYPE	HOURS	LIST	NET	TOTAL	
EST: 0.00		29JUN20 14:46	SA: 6748			

CREATED 2020-06-24 09:13:00AM
TAKEN BY [REDACTED]

**DID YOU KNOW....
YOU CAN SCHEDULE
YOUR NEXT SERVICE
APPOINTMENT AT:
WWW.WYLER.COM**

JUL 30 2020

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total labor cost, not to exceed \$24.00, to the Repair Order for shop supplies used in connection with this repair.	DESCRIPTION	TOTALS
	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES *	0.00	
	TOTAL CHARGES	0.00	
	LESS INSURANCE	0.00	
	SALES TAX	0.00	
	PLEASE PAY THIS AMOUNT	0.00	



Finance

Motor Vehicle Lease Agreement

DEAL # [REDACTED]
CUST # [REDACTED]

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

Lease Date: 12/17/2019

1. PARTIES AND VEHICLE DESCRIPTIONS

LESSEE: [REDACTED]
Lessor: [REDACTED]
Billing Address: [REDACTED] KY [REDACTED]
CO-LESSEE: N/A
LEASED VEHICLE: 2020 KIA Telluride

LESSOR (Dealer):
Dealer: JEFF WYLER EASTGATE, INC.
Address: 1117 STATE ROUTE 32
BATAVIA OH 45103
GARAGING ADDRESS:
DESCRIPTION OF TRADE-IN VEHICLE: N/A

Lessee and Co-Lessee ("you," "your" and together the "Lessee") each agree to lease the Leased Vehicle described above, including all equipment, parts and accessories (the "Vehicle") from Lessor ("we," "us" and "our") according to the terms and conditions of this Motor Vehicle Lease Agreement ("Lease").

FEDERAL CONSUMER LEASING ACT DISCLOSURES

Table with 5 columns: 2. AMOUNT DUE AT LEASE SIGNING OR DELIVERY (\$2468.63), 3. MONTHLY PAYMENTS (\$497.15), 4. OTHER CHARGES (\$400.00), 5. TOTAL OF PAYMENTS (\$20268.88)

6. ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

Table with 2 columns: A. Amount Due at Lease Signing or Delivery (Total \$2468.63), B. How the Amount Due at Lease Signing or Delivery will Be Paid (Total \$2468.63)

7. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW

A. Gross Capitalized Cost. The agreed upon value of the Vehicle (\$ <u>37535.00</u>) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ 38465.00
B. Capitalized Cost Reduction. The amount of any Net Trade-in Allowance, Rebate, Noncash Credit, or Cash you pay that reduces the Gross Capitalized Cost	- \$ 1859.89
C. Adjusted Capitalized Cost. The amount used in calculating your Base Monthly Payment	= \$ 36605.11
D. Residual Value. The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	- \$ 23647.05
E. Depreciation and any Amortized Amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term	= \$ 12958.06
F. Rent Charge. The amount charged in addition to the Depreciation and any Amortized Amounts	+ \$ 3926.30
G. Total of Base Monthly Payments. The Depreciation and any Amortized Amounts plus the Rent Charge	= \$ 16884.36
H. Lease Payments. The number of payments in your Lease	+ 36
I. Base Monthly Payment	= \$ 469.01
J. Monthly Sales/Use Tax	+ \$ 28.14
K. Other (specify): <u>N/A</u>	+ \$ N/A
L. Total Monthly Payment	= \$ 497.15

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

8. EXCESS WEAR AND USE

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

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

9. PURCHASE OPTION AT END OF LEASE TERM

You have an option to purchase the Vehicle from us at the scheduled end of the Lease Term, **AS IS, WHERE IS**, from us or a party we designate, (See Section 23), for the Residual Value on line 7D above ("Purchase Price") plus a Purchase Option Fee of \$ 300.00. You are also responsible for any official fees, such as those for taxes, tags, license and registration. Please see Section 23 of this Lease for additional terms and conditions.

10. OTHER IMPORTANT TERMS

See the entirety of this Lease (8 pages total) for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

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

11. ITEMIZATION OF GROSS CAPITALIZED COST

A. Agreed Upon Value of Vehicle.....	\$ 37535.00
B. Sales/Use Tax	\$ N/A
C. License, Title and Registration Fees	\$ 30.00
D. Outstanding Prior Credit or Lease Balance	\$ N/A
E. Dealer Documentation/Service Fee**	\$ 250.00
F. <u>N/A</u>	\$ N/A
G. <u>N/A</u>	\$ N/A
H. <u>N/A</u>	\$ N/A
I. <u>N/A</u>	\$ N/A
J. <u>N/A</u>	\$ N/A
K. Acquisition Fee	\$ 650.00
L. Total = Gross Capitalized Cost.....	\$ 38465.00

12. TERM AND SCHEDULED MATURITY DATE

The Lease Term is 36 months ("Lease Term").
The Scheduled Maturity Date: 12/17/2022

[This area intentionally left blank.]

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

A. PLACE THE NEW STICKER DIRECTLY ON THE CORNER OF THE LICENSE PLATE.

B. Make sure the area where the new sticker is to be placed is clean and dry.

C. Peel the new sticker from the backing and place on license plate.

D. Press the sticker onto the plate to make sure it is firmly affixed.

1. You must have this certificate in order to renew the registration of this vehicle before the expiration date.

THERE IS NO GRACE PERIOD ON ANY DECAL EXPIRATION DATE.

A. Passenger cars and motorcycles are on a year-round registration system and may be renewed two months before the expiration date of this vehicle.

B. For commercial vehicles registered under KRS 186.050(3) through (14), the certificate will be valid through March 31.

C. Trailer registration will also be valid through March 31.

D. Motorboats expire April 30 of each year.

2. This certificate (or a copy) must be carried in this vehicle (except motorcycle) at all times and be available for inspection by any peace officer.

3. Making a false statement in any part of this application will subject the party to a fine of not less than \$20.00 nor more than \$100.00 as set out in KRS 186.990(1)

**COMMONWEALTH OF KENTUCKY
CERTIFICATE OF REGISTRATION**



REGISTRATION TYPE
FIRST TIME (0/ST)

ODOMETER
68

EXPIRES 11-30-20 PREV. PLATE NO. PREV. DECAL NO. SPECIAL REGIST/LIMITED LOCATION REGULAR REGIS. REGIST WT

VEHICLE TYPE
PASSENGER AUTO

VEH YR 20 B-STYLE 4D MAKE KIA MODEL TELLURI COLOR GRN

**NOT VALID
FOR
TRANSFER
OF
OWNERSHIP**

OWNER(S) NAME(S) ADDRESS
HYUNDAI LEASE TITLING TRUST
P.O. BOX 105299
ATLANTA GA 30348

DATE OF ISSUE 03-06-20 CLERK I.D. RCM

SIGNATURE

LESSEE/EMPLOYEE

COUNTY CLERK: COUNTY OF ISSUANCE: KENTON COUNTY

USAGE TAX	TAXABLE VALUE	
	6% TAX	
	TAX CREDIT	0.00
REG FEE	STATE FEE	12.00
	CLERK FEE	6.00
TITLE FEE	STATE FEE	3.00
	CLERK FEE	6.00
AD VALOREM TAX	ASSESSED VALUE	
	CLRR YR TAX	
	PREV. YRS TAX	

CGCH006U 03/06/20 11:39:21

Does your vehicle have an open recall? Some issues covered by recalls pertain to serious safety risks, and all are fixed for free. Check your vehicle at: www.CheckToProtect.org

PAID 27.00

August 7, 2020



Re: KIA2019837 [REDACTED] vs Kia Motors America [REDACTED]

Dear Mr Henderson:

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

Mr [REDACTED] (consumer) and Kia Motors America (KMA - manufacturer) are working toward a settlement in principle regarding a 2020 Telluride that is the subject of BBBB Autoline Claim [REDACTED]. The consumer and manufacturer will continue to explore options to address the consumer's issues listed on the BBB Autoline Customer Claim Form and any new issues that may have arisen since the initial claim was filed.

The BBB Autoline will follow up with consumer and manufacturer 30 days from the date this settlement reaches both parties. If dispute resolution services continue to be necessary, this claim will be re-activated and continue to follow the BBB Autoline guidelines set forth in the Program Summary.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

