



KIA OF LAGRANGE

1217 Lafayette Pkwy - LaGrange, GA 30241
(706) 298-5024 - Fax: (706) 298-5360

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 12:00 p.m. Saturday

| | |
|-------------------------------|-----------------|
| R/O Open Date | R/O Number |
| 03/11/24 | |
| R/O Close Date | Status |
| 03/15/24 | Reprint |
| Mileage In | Mileage Out |
| 1084 | 1099 |
| Service Advisor / Tag # | |
| Kathy Starnes/3901 | |
| Vehicle Identification Number | |
| Delivery Date | In-Service Date |
| 12/29/23 | 12/29/23 |
| Color | License Number |
| PANTHERA M | |

| | | | | | |
|------------------|------|-------|------------|-------------------------------|-----------------|
| FAYETTEVILLE, GA | | | Work Phone | Vehicle Identification Number | |
| Year | Make | Model | Home Phone | Delivery Date | In-Service Date |
| 2024 | KIA | EV9 | | 12/29/23 | 12/29/23 |
| | | | Body | Color | License Number |
| | | | WIND AWD | PANTHERA M | |

| DESCRIPTION OF SERVICE AND PARTS | AMOUNT |
|--|----------|
| Cell: [REDACTED] | |
| #1 - MR EVW: CUSTOMER STATES OTHER DIAGNOSIS - C/S: CUSTOMER STATES HEADLIGHTS AND WIPERS WILL NOT WORK, CHECK AND ADVISE | |
| Customer states headlights and wipers will not work, upon inspection verified customers concern scanned vehicle for dtc codes and found none related to the issue. created techline case # 16242090 and was advised to check some fuses and found no blown fuses and was asked to check connector M01-C of the bdc-bcm and found loose pin tension at the number 13 pin that sends signal to the module 5 fuse which powers ignition | |
| Corrected by 95415R00: | |
| Tech: Zack Spraggins(90) | |
| Installed 95400 DO500 (FP):UNIT ASSY-BDC Qty: 1 | Warranty |
| Had to remove crash pad components in order to get to the bdc-bcm m01-c connector to check for pin tension found loose pin tension at pin 13 , tightened pin tension and verified proper operation of the headlamps and wipers and also applied stabilant 22 to the connectors of the bdc-bcm and re-installed all removed components and retested operation and test drove vehicle to verify repairs. | Warranty |
| #2 - MR KESIMPI: PERFORM WALK AROUND WITH MULTI-POINT | |

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 | |
| 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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| 1084 | 1099 |
| Service Advisor / Tag # | |
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| 12/29/23 | 12/29/23 |
| Color | License Number |
| PANTHERA M | |

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|------------------|------|-------|-----------------|
| FAYETTEVILLE, GA | | | Work Phone |
| Year | Make | Model | Body |
| 2024 | KIA | EV9 | WIND AWD |
| | | | Home Phone |
| | | | Delivery Date |
| | | | 12/29/23 |
| | | | In-Service Date |
| | | | 12/29/23 |
| | | | Color |
| | | | PANTHERA M |
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| DESCRIPTION OF SERVICE AND PARTS | AMOUNT |
|---|----------|
| <p>INSPECTION Tech: Zack Spraggins(90) Sub Total: Labor: .00 Parts: .00 Total: .00</p> <hr/> <p>#3 - MR Customer Reports: C/S: TPMS LIGHT IS ON. NOT LOW TIRE PRESSURE, A CHECK TPMS WARNING.</p> <p>customer states tpms light is on not the low tire pressure light, scanned vehicle and found dtc code c112600 removed glove box and crash pad panels to gain access to the bdc-bcm verified proper pin tension and proper voltage and ground . was advised by techline case # [REDACTED] to replace the bdc-bcm module since it was an active dtc and was requested to send in the old module for investigation.</p> <p>Corrected by W: Tech: Zack Spraggins(90) Replaced bdc-bcm module and re-installed all removed components such as the glove box and several crash pad components and then performed all necessary variant coding and programming necessary for the bdc-bcm module replacement and then test drove vehicle to verify proper operation and proper tire pressure readings on cluster.</p> <p>***** * GIVEN GENUINE CARE * * GIVEN STATUS UPDATES *</p> | Warranty |

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|-------------------------------|-----------------|
| R/O Open Date | R/O Number |
| 04/24/24 | |
| R/O Close Date | Status |
| 04/30/24 | Reprint |
| Mileage In | Mileage Out |
| 1821 | 1854 |
| Service Advisor / Tag # | |
| Kathy Starnes/6312 | |
| Vehicle Identification Number | |
| | |
| Delivery Date | In-Service Date |
| 12/29/23 | 12/29/23 |
| Color | License Number |
| PANTHERA M | |

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| FAYETTEVILLE, GA | | | Work Phone | | |
| | | | Home Phone | | |
| Year | Make | Model | Body | Color | License Number |
| 2024 | KIA | BV9 | WIND AWD | PANTHERA M | |

| DESCRIPTION OF SERVICE AND PARTS | AMOUNT |
|--|----------|
| Cell: [REDACTED] | |
| #1 - MR RECALL: FACTORY CAMPAIGN OR SERVICE ACTION C/S: SA567 -SA567 INTEGRATED HEADLAMP CONTROL L OGIC SA567 INTEGRATED HEADLAMP CONTROL LOGIC Corrected by 240053R0: Tech: Zack Spraggins(90) SA567 INTEGRATED HEADLAMP CONTROL LOGIC | Warranty |
| #2 - MR RECALL: FACTORY CAMPAIGN OR SERVICE ACTION C/S: SA568 -SA568 INTEGRATED CHARGING CONTROL U NIT SA568 INTEGRATED CHARGING CONTROL UNIT Corrected by 240055R0: Tech: Zack Spraggins(90) SA568 INTEGRATED CHARGING CONTROL UNIT | Warranty |
| #3 - MR Customer Reports: TELL US MORE - C/S: CUSTOMER STATES TPMS LIGHT CAM E ON AND STAYED ON FOR ABOUT TWO AND HALF WEEKS A ND NOW HAS WENT BACK OFF, CHECK AND ADVISE Customer states tpms light came on, scanned vehicle and did not find any dtc codes for the tpms system . Tech: Zack Spraggins(90) | |

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| 1821 | 1854 |
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|--|--------|
| Sub Total: Labor: .00 Parts: .00 Total: .00 Could not duplicate concern possibly related to the loose pin tension at the BDC-BCM connector. | |
| ----- | |
| #4 - MR EVW: CUSTOMER STATES OTHER DIAGNOSIS - C/S: CUSTOMER STATES HEADLIGHTS AND WIPERS ARE NOT WORKING, CHECK AND ADVISE Customer states headlights and wipers are not working , verified customers concern and found loose pin tension at the BDC-BDM connector M01-C , tightened pin tension and applied two coats of stabilant 22 and allowed plenty of time to dry and then reconnected connector and test drove vehicle 33 miles and never lost connection . Corrected by W: Tech: Zack Spraggins(90) Sub Total: Labor: .00 Parts: .00 Total: .00 Removed all necessary dash components to tighten the pin tension of connector M01-C and applied two coats of stabilant 22 and test drove vehicle 33 miles and never lost connection or had any lights or dtc codes come up | |
| ----- | |
| #5 - MR IRC: IRC - MPI INSPECTION WAS RECENTLY COMPLETED Tech: Zack Spraggins(90) ***** * GIVEN GENUINE CARE * * GIVEN STATUS UPDATES * | |

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| * PROMISE TIME KEPT * | |
| ***** | |

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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 |

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