



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100147

Date Received

21-JAN-2003

Repository ☐

Reference No.
10004213

OWNER INFORMATION (Type or Print)

Name

Address

City

JEWETT CITY

State CT

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature or address to the vehicle manufacturer

Signature of Owner Date 2/1/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

FULL FILL KNDJB723715070453

Make

KIA

Model

MORANDE

Model Year

2001

Date Purchased

10/02/01

Dealer's Name and Telephone Number

Morande Kia (239)

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Naples

State

FL

Zip Code

Transmission Type

Standard

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

110000 ELECTRICAL SYSTEM Power Windows

Multiple Failure: Check Engine Light/Interior Light

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-NOV-2002

Failure Mileage
24 mi.

Failure Speed
varies

Check Engine Light/Interior Light/Power Windows
Knocking sound steering since first purchased
Loud chirping sound when idling since "

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe events (accident, fire, crash, etc.) and injury.)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

0

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMER STATED THAT WHILE DRIVING AT ANY SPEED AND NO WARNING THE VEHICLE WILL HEAVILY JERK AND THEN THE ENGINE LIGHT WILL COME ON AND STAY ON THE REMAINDER OF THE TIME VEHICLE IS BEING OPERATED ON. DEALER NOTIFIED. TS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 92-578) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

EXECUTIVE SECRETARIAT
2003 FEB 24 A 10:00
TRAFFIC SAFETY ADMINISTRATION

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

First problem: Power windows malfunctioned. Reoccurred 3 + times after repairs. Simultaneously, knocking sound when turning, chirping sound from motor noticable when idling all since first purchased. The latter two problems never addressed by service centers. Service centers indicated there was no "problems", that it was simply a "new car" sound." Referring to both latter problems. Shortly after these 3 problems started, the Check Engine Light would intermittently would blink on and off. Service centers indicated again there was "no problems." Later the sensor was found to be malfunctioned, which has still not been repaired by another service center who stated there was "no problems" even after informing them of a sensor on order. Lastly, the Interior Light malfunctioned and was dismissed as a "burnt out bulb" even after informing "2" service centers the light would intermittently work and then malfunction. I am currently

ATTACH ADDITIONAL SHEETS IF NECESSARY

having these problems investigated by the Better Business Bureau's Autoline. It is my intention to have this vehicle returned and my expenses to be reimbursed to me.

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.dot.gov/defects

February 8, 2003

U.S. Department of Transportation
National Highway Traffic Safety
Administration
400 Seventh St. S.W.
Washington, D.C. 20590

[REDACTED]
Jewett City, CT [REDACTED]
[REDACTED]

Dear Sir,

I am in receipt of the questionnaire which was sent to me by your office. Currently, the Better Business Bureau is "investigating" the claim that I filed regarding my vehicle, which I would consider to be a "Lemon." I do not know if I can trust the Better Business Bureau, or the Independent Auto Appraiser who is suppose to be an impartial party. I spoke with a gentleman who works at "AOK Auto Repair in Taftville, CT." This shop is where I am to take my vehicle to have its many problems evaluated. When I called to make an appointment with him, he proceeded to ask me to describe the problems. The case worker from the Better Business Bureau told me that this "independent" repair shop was to receive a list of the problems and that it would not be necessary to discuss this. I was pressurd into discussing the problems with my vehicle by the gentleman who will be evaluating the vehicle. When I described the problems to this "expert" on vehicle failures who is suppose to be impartial, he went on to tell me how his girlfriend owns a Kia and they just love this car! This does not sound like someone who is impartial and I do not feel comfortable taking my vehicle to this gentleman who's testimony will be an important factor on whether I should or should not receive reimbursment for the aggrivation, loss of my personal time, and the jeopardy caused to my safety and other passengers who happen to be travelling in my vehicle. I will also add that the safety of others traveling in their vehicles could also be in jeopardy if this vehicle happens to malfunction, which is possible, considering the problems it has. When I explained these problems to the above mentioned gentleman, he appeared to make light of them as have all of the service centers my vehicle has been taken to with the exception of Courtesy Dodge in Lisbon, CT. I have been treated like my safety is of no importance since I have owned this vehicle, and I have been to quite a few service centers. Usually the problems are dismissed as either not a problem or just a figment of my imagination.

The Power Windows have been repaired "4 times" and this legally constitutes a "Lemon." And this is not the only problem as I have documented the other problems on the questionnaire which is attached to this letter. I refuse to be stuck with a "Lemon," that will be giving me problems that will go way past the Warranty period. I refuse to continue to make monthly payments for a vehicle that could result in my death and anyone else who happens to be a passenger. The manufacturer can take this "Lemon" back and reimburse me for my expenses. But I am sure that they don't care about my safety issues. The dealer who sold me this "Lemon" obviously doesn't care and nor does his boss. After speaking with "customer relations specialists" at "Kia Motors America" they appeared to care less. And I am not even sure if the Better Business Bureau cares. My case was recently transferred from Florida where I had resided for several years. The Better Business Bureau in Florida practically dismissed the case without even informing me, even after I had informed them in writing with all of the problems I have mentioned here in this letter and attached questionnaire. It almost seems like the Better Business Bureau is siding with the manufacturer for some reason, and it appears my chance for a fair trial is minimal to none. Furthermore, it does not appear that the Better Business in Florida cares about my safety. If they did, they would have made more of an effort to address the problems with this vehicle rather than being in such a hurry to dismiss them. This is why I am reluctant to trust the Better Business Bureau in Connecticut because I already feel that these critical problems have been put in the hands of someone who appears to be "biased."

In hopes of receiving a response from your office soon,



**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**