



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

Date Received 779 02-NOV-2004	Repository
	Reference No. 2009249 46
Daytime Telephone Number	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: MANCHESTER State: NH Zip Code: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 11/14/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KNDUP131925 [REDACTED]	Make KIA	Model SEDONA	Model Year 2002
Date Purchased 7/28/01	Dealer's Name and Telephone Number Bonnevillie & Son 624-9264		Engine: No. of Cylinders 6/4
Original Owner <input checked="" type="checkbox"/>	Dealer's City Manchester	State NH	Zip Code 03104
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 072000 FUEL SYSTEM, GASOLINE DELIVERY
			Multiple Failure: 7

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 10-JAN-2003	Failure Mileage 17,700	Failure Speed 50	
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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: DOT149ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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).

WHILE DRIVING 50 MPH, THE VEHICLE VIBRATED UNCONTROLLABLY AND SUDDENLY THE VEHICLE STALLED. THE CONSUMER TRIED TO RESTART THE VEHICLE BUT WAS UNSUCCESSFUL. THE VEHICLE WAS TOWED TO THE DEALER FOR INSPECTION. THE MECHANIC INFORMED THE CONSUMER THAT THE FUEL FILTER NEEDED TO BE REPLACED. PLEASE PROVIDE FURTHER DETAILS. JB

See Reverse and additional Info. provided.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) 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.

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

We bought the ~~second~~ ^{different} ~~in 1991~~ ^{in 1992} ~~2001~~ ²⁰⁰¹
We started having problems with the Sedona at 17,700 miles.
The vehicle would jerk back-n-forth or shake forcefully and uncontrollably at various speeds, including ^{while traveling} on the highway (at 50+ mph); the vehicle also shakes unexpectedly while in motion, forcing the driver to ^{suddenly} ~~stop~~ and steer to safety without power steering. The vehicle idles low when stopped, and then suddenly lunges forward on its own (while the driver's foot is on the brake). We have taken the vehicle to 2 ~~the~~ ^{different} dealerships for repair a total of 7 times now. The vehicle now has 52,000 miles ^(3 vs. 1000) and continues to present these issues. The dealer reports that they are unable to duplicate the concerns/problems and though they have changed valves, filters and wiring in the van, it continues to be a problem. The dealership ~~and~~ ^{ATTACH ADDITIONAL SHEETS IF NECESSARY} says we can only have the vehicle seen if ^{when} the check engine ^{comes}

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

Official Business
Penalty for Private Use \$300

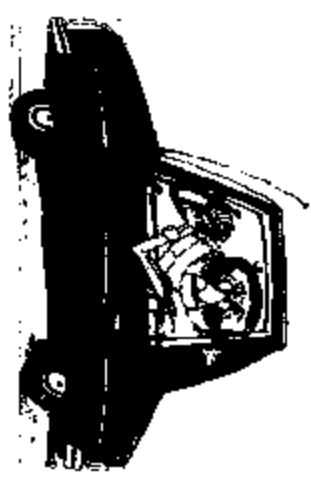
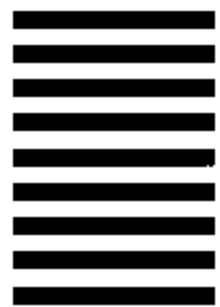


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES
GREENING MAILED FROM THE Far Far Away STATES
9/10/04

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



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and dial toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE



OWNERS

Kia Sedona Continued...

(Louis Lapointe)

Light illuminates in the van. If the light is not on, the vehicle will not register a code. If the vehicle does not register a code, and they are not able to duplicate the problem, the consumer is charged a Service Fee (on a vehicle that has a 10 year, 100,000 mile warranty!) We have contacted the manufacturer to see if they will continue to cover the cost of repairs related to this problem that we have been experiencing since 17,700 miles (beyond the 60,000 mile bumper-to-bumper warranty) and the manufacturer states that they will only cover ~~the~~ the problem until the 60,000 miles is reached! (Despite the fact that the problems started occurring while the vehicle was under warranty). We have begun getting trade-in values for this van, in hopes ~~of~~ of getting a safer, more reliable vehicle, and have found the market value for the van is substantially below the values listed in Kelley Blue Book or on the NADA website. We are currently filing for arbitration under the NH Lemon Law, and are hoping the manufacturer will be forced to re-purchase the vehicle due to its significant safety ^{impairments/} concerns and loss of market value. We urge consumers to Not be fooled by the Bogus 5-Star safety Rating and 100,000 mile warranty. This consumer's experience speaks