



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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
TO REPORT VEHICLE SAFETY DEFECT  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov

FOR AGENCY USE ONLY

Date Received

2005 MAR 16 AM 2:38

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od\_rt \_\_\_  
up\_itr \_\_\_

Reference No.

10115Ldo9

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Street No.: [Redacted] Apt. No.: [Redacted]  
City: Detroit State: Mich. Zip Code: [Redacted]

Daytime Telephone Number

[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: 03 / 09 / 05

PRODUCT INFORMATION

Vehicle Ident. No. (VIN.) (17 Digits) <i>(Located at bottom of windshield on driver's side)</i>										Make		Model		Year			
K	N	A	F	B	1	2	1	4	3	5	KIA		SPECTRA		2003		
Purchased Date 08-26-03		Dealer's Name JEFFREY KIA										Engine Size (CID/CC/L)		<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas			
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used		Dealer's City Rosevill										State Mich.		Zip Code 48066		No. Cylinders — <input type="checkbox"/> Fuel Injection	
Manufacture Date (on driver's door or pillar) 11-06-02					Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic					Restraint System <input checked="" type="checkbox"/> Air Bag <input checked="" type="checkbox"/> Seat Belt <input type="checkbox"/> Child Seat <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt					Drivetrain <input type="checkbox"/> 4-Wheel ?		

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) Heat Exchange repaired; other noises and squeaks not ascertained.		Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear		Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand		Tire Name		Complete Tire Size	
No. of Failures		Date(s) of Failure(s)		Failed Part(s) Available?	
		Mileage at Failure(s)		<input type="checkbox"/> Yes ? <input type="checkbox"/> No	
		Vehicle Speed at Failure(s):		NHTSA Previously Contacted?	
				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number Persons Injured		Number of Fatalities		Reported to Manufacturer <input type="checkbox"/> Yes <input type="checkbox"/> No	
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). Listed are chronological dates of service complaints and correspondence, to date, that have not been rectified by Jeffrey Kia Service, Roseville, Michigan, 48066: 11-25-03 (spoke to Jeremy re: multiple squeaks in front panel, driver's seat belt, both driver & passenger doors, 7,950 miles, 3 mos. after consummation of contract); 12-18-03 (faulty speaker repaired, multiple squeaks still exist); 09-01-04 (Don informed me squeaks are not covered under warranty); 09/21,22/04 (multiple squeaks are still audible, car would not move forward or in reverse in driveway, clicking sound, if forced);

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 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 maybe used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

10-28-04 ( 1st complaint letter to Kia & Michigan Atty. General Mike Cox);  
01-25-05 ( same problem occurred on Freeway 94 East reported 09/21,22/04,  
would not accelerate over 30 mph for 10 minutes, 2 passengers in car, Larry  
& Ron); 02-04-05 ( appoint. with Mr. Joe Oppedisano, Kia's rep., & Kia's  
service mgr., after test drive, Mr. Oppedisano heard squeaks, informed me  
that source may not be ascertained); 02/05 ( addressed another letter to  
Kia and Atty. General); 02-15-05 ( reported broken seat belt on passenger's  
side, still waiting for order); 03-01-05 ( more letters addressed to other  
agencies re: defects still unresolved). All Documents enclosed. I just  
found the first six (6) numbers of my vin number disclosed in twelve (12)  
of the ODI REPORT.

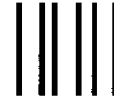
ATTACH ADDITIONAL SHEETS IF NECESSARY

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

**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  
DOT Auto Safety Hotline, NSA-10.1  
400 7th Street, SW  
Washington, DC 20590

**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**

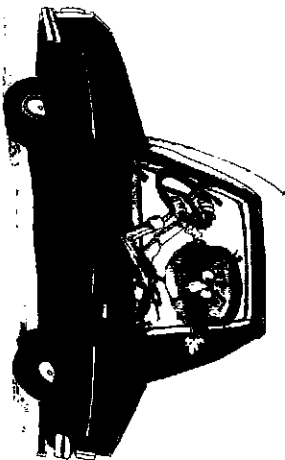
DOT Auto Safety Hotline  
(DASH) 2 DOT



**VEHICLE  
OWNER'S**

**QUESTIONNAIRE**

**(V00Q)**



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

October 28, 2004

Jeffrey Kia  
30800 Gratiot Ave.  
Roseville, Michigan 48066

Service Manager:

The purpose of this letter is to ascertain Kia's disposition for rectifying the problem with the 2003 Spectra that I purchased from Jeffrey Kia in Roseville, Michigan, as well as for the record.

Below is a chronological order of complaints made after the purchase date, 08-25-03, mileage, 5,130, of the persistent problem, and copies of the service dates, and personnel spoken to. It is quite evident that I addressed the problem when it occurred eight (8) months after the purchased date, 11-25-03, the mileage, 7,950. This time period is attributed to the weather conditions, meaning rainy or inclement weather always camouflaging the multiple squeaks, as reflected on the service invoices listed below. Evidently, this was a preexisting condition, since it was a demo with 5,130 miles on the odometer at the time and date of the sales agreement when I took possession of the automobile, 08-25-03. I eventually located two of the multiple squeaks: one in the seat belt on the driver's side, the second when closing the door on the driver's side; the remaining squeaks appear to be in the front panel someplace. It is quite a nuisance when listening to the multiple squeaks while driving.

In conclusion, as a responsible customer, my values are no different than any corporate, sale's personnel, or other customers. My complaint is definite legitimate.

Sincerely,

[REDACTED]  
[REDACTED]  
Detroit, Michigan [REDACTED]  
[REDACTED]

cc: Michigan Dept. of State Compliance Division-Complaint Section  
Manufacturer's Warranty  
Detroit Auto Dealer's Association

-OVER-

SERVICE DATES

- ~~08-26~~-03 Purchase date/ Jeffrey Kia/ mileage: 5,130.  
11-25-03 Reported squeaks to Jeremy Ulecki, service rep.,  
mileage: 7,950.  
12-18-03 inquired about squeaks.  
09-01-04 Spoke to Don; informed me squeaks are not covered.  
09-21-04 Also inquired about squeaks.

March 01, 2005

Ms. Debbie Wojciechowski  
Central Region Consumer Affairs  
Kia Motors America, Inc.  
1000 Oak Creek Drive  
Lombard, ILL. 60143-8450  
630-932-8500

Ms. Wojciechowski:

This letter is in response to receipt of the letter addressed to the Michigan Attorney General, Mike Cox, from Ms. Wojciechowski, post dated February 17, 2005; and the letter addressed to me from the State Attorney, Mike Cox, post dated February 24, 2005, and his disposition, closing my file.

Ms. Wojciechowski, spokesperson for Kia, misquoted me in our prior conversation regarding my meeting with Mr. Joe Oppedisano, February 14, 2005. My verbal response to her was "I think Kia is trying to accommodate me," which is not synonymous to her misquote "he is satisfied with the outcome of the appointment." Ms. Wojciechowski cannot reproduce that misquote on any of our taped conversations, since most verbal correspondence is taped by corporations. My prior letter to Ms. Wojciechowski, also copy to the Attorney General, explicitly states the original multiple defects still exist, and my dissatisfaction with Kia's rectifying them.

In regard to the State Attorney General's final disposition, closing my file against Kia Corporation; let it be known that such a disposition from the State is another example of a big corporation exploiting a consumer's rights, the metaphor being ENRON STILL EXISTS. Let's keep the record straight. The original multiple defects still exist. I am still waiting for Kia to step up to the plate and rectify these defects. It has been quite evident since day one of my complaint that I have been and will continue to be persistent in pursuing Kia's responsibility in rectifying the problems, only after accumulating approximately 800 miles on the automobile, after consummating the contract.

In conclusion, carbon copies of this fourth (4) letter, are being forwarded to all mentioned parties, as a result of Kia's refusal to rectify all known defects mentioned in four (4) separate letters addressed to Ms. Wojciechowski; in addition to four (4) different invoices on file with Jeffrey Kia in Roseville, Michigan.



Kia Motors America, Inc.  
Central Region Consumer Affairs  
P.O. Box 1555  
Lombard, IL. 60148-6450

Ms. Debra Wojciechowski:

Below are chronological dates of correspondence with Kia's rep., Mr. Joe, Jeffrey's service reps., and results.

- 02-04-05 Test driven; heard problems with seat belt on driver's side; informed me that source may not be ascertained; left car.
- 02-11-05 I picked car up.
- 02-12-05 I received a voice mail (recording) from Kia asking me to verify satisfaction without being able to qualify my answer personally. I refused to respond.
- 02-15-05 I returned to Jeffrey Kia re: broken seat belt on passenger's side; also driver's seat belt still squeaking, as well as both driver's door and passenger's door. I informed Mr. Stojadinou, advisor, that I am documenting all correspondence, and how inappropriate receiving a recorded voice mail one day after receiving my car without having the opportunity to qualify my response. My initial letter, 10-28-04, stated that there must have been pre-existing conditions, especially when those conditions became evident within the first 800 miles of my possession.

In conclusion, there appears to be some discretion in responsibility and integrity, and definitely to be questioned. As a responsible consumer for 54 years, and according to the documentation, it is quite evident whose rights have been violated. If I default in any way, the law supports the creditors and corporate structure, and can repossess the property; therefore, it is disrespectful and insulting to the consumer, when the same principles do not apply to the creditor or corporations. I don't think any corporate entity has to be convinced of this basic concept and right. Repetitive apologies are meaningless, if the intent is not honorable. If my only option is to agree to rectifying the problems, then Kia's only option must take corrective measures. I shall not be coerced to sign a satisfactory statement until all obvious problems, validated, have been corrected.

02/05



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).