



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 100148

Date Received

Repository ☐

07-MAR-2006 2:12

Reference No.
10152147

OWNER INFORMATION (Type or Print)

Name
Address
City PEORIA State AZ 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 3/19/06

VEHICLE INFORMATION

Vehicle Identification number Located at bottom of windshield on driver's side KNDUP131046		Make KIA	Model SEDONA	Model Year 2004
Date Purchased 12-JUL-04	Dealer's Name and Telephone Number PEORIA KIA 623-933-6900		Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner ☒	Dealer's City PEORIA	State AZ	Zip Code 85382	
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK Multiple Failure: 1	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-MAR-2006	Failure Mileage 27000	Failure Speed	
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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: 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 in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	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).

DT*: THE CONTACT STATED WHILE APPLYING BRAKE PRESSURE THE BRAKES MADE A GRINDING NOISE. THE DEALERSHIP REPLACED THE FRONT AND REAR BRAKES AND ROTORS HOWEVER THE PROBLEM STILL EXISTS. THE MANUFACTURER WAS ALERTED.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 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.

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

I have been in to kin multiple times for the same brake problem. When braking, usually after the car is warmed up, the brakes make a grinding & low pitched hum. One time (the last time before the rear brakes were worked on) I felt the brakes were mushy & unsafe. My members of my car pool, my husband, daughter and others have all heard this sound and I've been to the dealer on 5 ^{occasions}. They have been unable to repair the car and I don't feel safe. I think the brakes do not fit the weight ATTACH ADDITIONAL SHEETS IF NECESSARY OF THE VEHICLE!

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

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-210
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Law Offices of
Robert J. Cruse

CPA - CIC

MAR 09 2006

March 8, 2006 2006

Office of The Attorney General
Consumer Information and Complaints
Attn; Mirna Orellana
1275 W. Washington
Phoenix, Arizona 85007-2926

RE; CIC 06-02751 [REDACTED]

Dear Ms. Orellana;

The following is the response by Autoamerica Inc. DBA Peoria Kia to the above referenced complaint.

The dealership regrets the problems this customer relates and has attempted to do timely and complete repairs. This vehicle is still under factory warranty and any repairs done have been paid for by the manufacturer and not the customer.

This vehicle was purchased new in July 2004 and the customer first complained of a brake noise September 19, 2005 or fourteen months after it was purchased. The entire brake system has been gone through by technicians at the dealership and all repairs have been completed and done properly.

On their last visit to the dealership [REDACTED] and her daughter accompanied Richard Vote the director of service at the dealership on a test drive after the brakes had been thoroughly checked. They identified to Mr. Vote a noise that was audible after thirty or more stops and identified it as the noise of which they had been complaining. In Mr. Votes opinion the hum although audible has no effect upon the safety or operation of the brakes.

It is our understanding the [REDACTED]s are presently talking to the manufacturer about these issues and the dealership will assist them in anyway possible, however they have driven the car over 26,000 miles since they purchased it and have never experienced a brake failure or other serious safety issue. Under these circumstances the dealership will continue to honor its warranty obligation and to repair the vehicle as needed but will not make any further concessions.

Yours Truly,



Robert J. Cruse



KIA MOTORS

KIA MOTORS AMERICA, INC.

Western Region

9801 Muirlands Blvd.

Irvine, CA 92618-2521

TEL: (949) 470-7000

FAX: (949) 470-2814

February 27, 2006

[REDACTED]
Peoria, AZ [REDACTED]

Re: 2004 Kia Sedona
KNDUP131046 [REDACTED]
C/A File #K1075473

Dear [REDACTED]:

The Better Business Bureau (BBB) Auto Line has notified Kia Motors America that you are unhappy with your Kia vehicle.

I have reviewed your comments and regret the circumstances that prompted you to contact the BBB. Both the Kia District Parts & Service Manager for your area and the Service Manager at Peoria Kia have been advised of your concern. If you have a current problem that needs to be addressed, please contact the service manager at Peoria Kia.

On behalf of Kia Motors America, Inc., please accept our apologies for any experiences associated with your Kia vehicle that have been less than satisfactory. We at Kia Motors America, Inc. value you as a customer.

We appreciate your patience and understanding during this period.

Thank you,

Consumer Affairs



TERRY GODDARD
ATTORNEY GENERAL

STATE OF ARIZONA
OFFICE OF THE ATTORNEY GENERAL
CONSUMER INFORMATION AND COMPLAINTS
1275 WEST WASHINGTON, PHOENIX 85007-2926

(602) 542-5763
(IN-STATE-ONLY) 1-800-352-8431

March 3, 2006

PEORIA, AZ

RE: CIC 06-02751 PEORIA KIA

Dear Consumer:

The Consumer Protection and Advocacy Section of our office has received your complaint. We are in the process of contacting the company to request a response. When we receive the response, we will send a copy of it to you.

The complaint process can sometimes be very lengthy. We appreciate your patience during this time. When the complaint process is complete, we will notify you in writing.

Please keep in mind that our office cannot provide legal advice to individuals. Although we will try to resolve your complaint, you may wish to pursue this matter on your own through the justice court or contact an attorney for legal assistance.

The Attorney General's Office brings lawsuits on behalf of the state of Arizona against businesses for violating the Consumer Fraud Act and other consumer statutes. Because both staff and budget are limited, our office can prosecute only a limited number of the cases brought to our attention. Regardless of the outcome of our review of your complaint, we will retain your complaint in our files to keep track of this company's business practices.

If you have additional questions or information regarding this matter, please write to us and refer to the complaint number above. Thank you for bringing this matter to our attention.

Sincerely,


MIRNA ORELLANA
LEGAL ASSISTANT
602-542-7738

PLEASE ADVISE US OF ANY CHANGE OF ADDRESS

CPA:B



TERRY GODDARD
ATTORNEY GENERAL

STATE OF ARIZONA
OFFICE OF THE ATTORNEY GENERAL
CONSUMER INFORMATION AND COMPLAINTS
1275 WEST WASHINGTON, PHOENIX 85007-2926

(602) 542-5763
(IN-STATE-ONLY) 1-800-352-8431

March 10, 2006

PEORIA, AZ

RE: CIC 06-02751 PEORIA KIA

Dear Consumer:

Following your complaint, the Consumer Protection and Advocacy Section of the Attorney General's Office asked the Shop to respond to your allegations in writing. Enclosed is the response our office received.

If the company's explanation or offer is unsatisfactory and you wish to pursue this matter, we suggest that you contact a private attorney. Here are some helpful sources to assist you in your search:

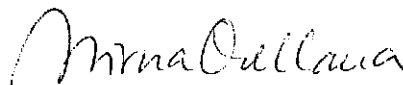
- Maricopa County Bar Lawyer Referral Service at www.lawyerfinders.org or (602) 257-4434.
- Pima County Bar Lawyer Referral Service at www.pimacountybar.org or (520) 623-4625.
- Community Legal Services, Inc. at (602) 258-3434 (must qualify for free or low cost legal assistance).
- Elder Law Hotline at (800) 231-5441 (must be at least 60 years old to receive free information on non-criminal legal matters).

You may also consider filing an action on your own in Justice Court.

Regrettably, the Attorney General's office is prohibited by law from representing individual consumers. However, your complaint will remain on file to assist this office in identifying and tracking a possible pattern of illegal conduct that could warrant future action under Arizona's consumer statutes.

We appreciate your willingness to bring your problem to our attention and help us protect all Arizona consumers.

Sincerely,


MIRNA ORELLANA
Legal Assistant
(602) 542-7738

CPA:Q1
Rev. 04/04



KIA MOTORS

KIA MOTORS AMERICA, INC.
Western Region
9801 Muirlands Blvd.
Irvine, CA 92618-2521
TEL: (949) 470-7000
FAX: (949) 470-2814

February 27, 2006

Peoria, AZ

Re: 2004 Kia Sedona
VIN KNDUP131046
C/A File # K1075473

Dear

We are in receipt of your request for assistance and regret the circumstances that prompted you to contact Kia Motors America.

In order to evaluate your request, we need specific information regarding your vehicle acquisition and repair history. Please send **copies** of the following documents to my attention at the above address:

1. Vehicle sales or lease contract
2. Current vehicle registration
3. Vehicle repair orders (ALL) – not a print out of service history
4. Vehicle maintenance records

Upon receipt of the necessary documents, your request will be reviewed. You will be notified in writing of the results of such review. Please allow at least 30 days for this process.

We at Kia Motors America, Inc. value you as a customer and wish to thank you in advance for your courtesy and cooperation.

Sincerely,


Lynne O'Malley
Consumer Affairs Analyst
Western Region

SENT FAX
6165501



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

March 2, 2006

Re: CC2 KIA0640149 :Torrise vs Kia Motors America kndup1310460 [REDACTED]

[REDACTED]
[REDACTED]
PEORIA AZ [REDACTED]

Dear [REDACTED]:

I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your vehicle exceeds the mileage requirement for filing with the BBB AUTO LINE program.

I regret we will not be able to provide assistance to you.

Sincerely,

Todd Eikenberry at Extension 240
CC: Tom Steinwinter

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).