



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 ☐

22-DEC-2006

Reference No.
10176819**OWNER INFORMATION (Type or Print)**

Name

Daytime Telephone Number

E-mail Address

Address

City

SEATTLE

State WA

Zip Code

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: 12-22-06

VEHICLE INFORMATION

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

Make

Model

Model Year

KNDUP121446

KIA

SEDONA

2004

Date Purchased

Dealer's Name and Telephone Number
RENTON KIA 425-204-6604

Engine:

Fuel Type:

No: Cylinders 6

Gas

Original Owner

Dealer's City

State

Zip Code

☒

RENTON

WA

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

AUTOMATIC

☒ Cruise Control

REAR WHEEL DRIVE

034530 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATIONIncident Date(s)
09-SEP-2004

Failure Mileage

Failure Speed

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: DOTM9ABC036)

☐ 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

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No☐ Yes ☒ No

0

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).

TL* - THE CONTACT STATES SINCE PURCHASING OF 2004 KIA SEDONA HE HAS HAD TO TAKE THE VEHICLE TO DEALER FOR ROTOR REPAIRS FIVE TIMES. THE DEALERSHIP REPLACED THE ROTORS THREE TIMES. THE CONTACT STATED THAT ON FIRST REPAIR HE WAS TOLD THAT THE ROTORS HAD HOT SPOTS ON THEM. WHILE DRIVING AT 40 MPH AND TRYING TO COME TO A STOP THE VEHICLE VIBRATED. THE CONTACT TOOK THE VEHICLE TO DEALER ON OTHER OCCASIONS FOR THE SAME PROBLEM, AND THEY HAVE DONE ALL OF THE REPAIRS. THE LAST TIME A REPAIR WAS DONE THE DEALERSHIP DID REPAIRS ON THE REAR BRAKES AND DRUMS, BUT THE PROBLEM RECURRED. THE CONTACT TOOK THE VEHICLE TO DEALER TWO WEEKS AGO FOR THE SAME PROBLEMS, WITH THE VEHICLE VIBRATING. THE CONTACT WAS TOLD BY DEALERSHIP THAT THEY WILL NOT DO THESE REPAIRS FOR FREE. THE CONTACT STATED THAT THE VEHICLE SAT AT THE DEALERSHIP FOR OVER A WEEK, AND HE HAD TO GO AND PICK UP THE VEHICLE AND DRIVE IT BACK HOME WITHOUT ANY REPAIRS BEING DONE. THE VEHICLE WAS STILL UNDER WARRANTY, AND THEY HAVE ALWAYS TAKEN CARE OF THE REPAIRS IN THE PAST. HE CONTACTED THE CHRYSLER CORPORATION, AND WAS TOLD THERE WAS NOTHING THEY COULD DO, BUT TAKE DOWN THE INFORMATION. THE CONTACT WAS GIVEN A REFERENCE # .15798865 FROM THE CHRYSLER CORPORATION FOR HIS COMPLAINT. *AK

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 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.

WKR090 RMWA014C KIA MOTORS AMERICA Inquiry 12/18/2006

WKR069I DLRWA014 Warranty Claim Inquiry WKR200 A / Y 07:10:40

Dealer: WA014 R/O #: 06466 Claim #: 1 04 01 Claim Type: W Mechanical (Ge

R/O Date(Opn/Cls): 9/18/2004 9/30/2004 VIN: KNDUP131446 [REDACTED] Sedona(02~05)

Retail Date: 7/10/2004 Mileage: 2,601 Visiting: Status A/B: / A

Cond. Cd: N21 SHUD

Cust F/Name: [REDACTED] . CHANGE . Claim Comments .

Service Part Ins-D .

Rsub: SW: . Origin of Comment: Dealer .

Causal Pt: 4K52Y 3 . 1 D FOUND THAT FRONT BRAKE ROTORS ARE WARPED. .

LCnt: DISC-BR . 2 D REPLACED FRONT ROTORS EVERYTHING OK .

Primary Labor: 332 . 3 .

LRat: 79.12 Bra . 4 .

Seq Part# / Labor . 5 .

1 . 6 .

. 7 .

2 . 8 .

More...

Part . COMMAND : F2=Prev F5=Refresh F7=Fold F24=Process

Claimed: 14 . Function key not allowed.

Credited 14

Command : F2=Prev F7=Comment F8=System Inq

F11=CCD Inquiry

Message :

2-7-07

I would like you to know the statement that Bob Lindegren (KIA Regional Manager) made about me. He said that the cause of the break problem was because of my driving habits.

First of all the man don't even know me or my driving habits. I am a professional truck driver with over 1.5 million miles driven. And during my time as a driver, I have never had such a problem with any other car, truck or van. So for him to make this type of assumption is completely out of line.

For God sakes the Van only has 7171 mile. Should it be having these kinds of problems?

2-7-07

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).