



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

16-APR-2008

2008 MAY 30 PM 12:44

Repository ☐

Reference No.

10224683

OWNER INFORMATION (Type or Print)

Name

Address

City

DULUTH

State

GA

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 5/15/08

VEHICLE INFORMATION

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

KNAFB121045

Make

KIA

Model

SPECTRA

Model Year

2004

Date Purchased
28-JUL-06

Dealer's Name and Telephone Number

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-JAN-2007

Failure Mileage
36000

Failure Speed
50

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

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

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 OWNS A 2004 KIA SPECTRA. WHILE DRIVING 50 MPH, THE ENGINE REVVED WHEN THE ACCELERATOR PEDAL WAS DEPRESSED. THE FAILURE OCCURRED FOUR TIMES. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THEY WERE UNABLE TO FIND A DEFECT. THE POWERTRAIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 36,000 AND CURRENT MILEAGE WAS 40,000.

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)

Failure has occurred 4 times - While driving approx 55 MPH (Auto TRANSMISSION) car feels like TRANSMISSION is in Neutral or park - Accelerator is depressed, But vehicle is coasting - ~~because~~ engine is revving - RPM's are going up - I take my foot off gas pedal & pull off road - leave vehicle in drive with my foot on brake - wait ABOUT 20 seconds and vehicle will operate normally again. This happens without warning and I Am fortunate that no one has hit me before I Am able to safely pull off the ROAD.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

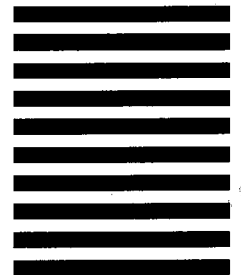
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

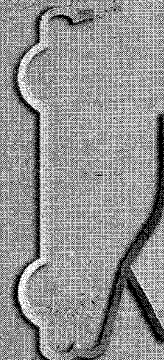
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**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



SERVICE HOURS
MON - FRI
7:00 AM - 6:00 PM
SAT 8:00 AM - 3:00 PM

GWINNETT KIA PLACE

2493 Pleasant Hill Road
Duluth, GA 30096
(678) 804-2100

CUSTOMER NO.	ADVISOR THOMAS BIERSTINE	42921	TAG NO.	INVOICE DATE 01/15/07	INVOICE NO.
DULUTH, GA	LABOR RATE	LICENSE NO.	MILEAGE 28,939	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 04/KIA/SPECTRA/4 DOOR SEDAN		DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. K N A F B 1 2 1 0 4 5		SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/15/07		
BUSINESS PHONE	COMMENTS				

LABOR & PARTS

J# 1 00K1Z

EXPRESS LUBE

TECH(S):61561

INTERNAL

CUSTOMER REQUEST LUBE, OIL AND FILTER SERVICE.
INCLUDES 19POINT INSPECTION.
DUE TO TIME OR CONDITION.
COMPLETED LUBE, OIL AND FILTER SERVICE AS REQUESTED.
REPLACED OIL FILTER AND ENGINE OIL. TOPPED OFF ALL FLUID
LEVELS AND ADJUSTED TIRE PRESSURE. COMPLETED 19 POINT INSPECTION.

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	PK35502	OIL CHANGE	
JOB # 1	1	26300-35502	FILTER ASSY-ENG	
JOB # 1	1	21513-21000	GASKET-OIL PLUG	

JOB # 1 TOTAL PARTS

INTERNAL
INTERNAL
INTERNAL
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 45K1Z01

STEERING CONCERN

TECH(S):42591

INTERNAL

OWNER STATES NOISE WHEN TURNING AND ACCELERATING LIKE RUNNING WATER
CONTACTED KMA FIELD REP. FOLLOWED INSTRUCTIONS TO REMOVE AIR FROM HEATER CORE PROCEDURE
WAS UNSUCCESSFUL WILL RECONTACT REP FOR FURTHER REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2				

JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

J# 3+30K1Z01

AUTO TRANS CONCERN

TECH(S):42591

INTERNAL

OWNER STATES INTERMITTENTLY TRANS SLIPS FROM A STOP
STUMBLES, SHOOTING OUT
NO CODES, SHIFTING IN SPECS, FLUID FULL AND CLEAN
WORKING AS DESIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3				

JOB # 3 TOTAL PARTS

0.00

JOB # 3 TOTAL LABOR & PARTS

0.00

G.O.G. & SUPPLIES

JOB # 1 1.0 GPK BULK 5W30 OIL @ /UNIT

TOTAL - GOG

INTERNAL
0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS

FREE OIL CHANGE

SERVICE HOURS
MON - FRI
7:30 AM - 6:30 PM
SAT 8:30 AM - 3:00 PM

GWINNETT KIA PLACE

2493 Pleasant Hill Road
Duluth, GA 30096
(678) 804-2100

CUSTOMER NO.	ADVISOR DONG PARK	43011	TAG NO.	INVOICE DATE 02/12/08
DULUTH, GA	LABOR RATE	LICENSE NO.	MILEAGE 40,052	COLOR
	YEAR / MAKE / MODEL 04/KIA/SPECTRA/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. K N A F B 1 2 1 0 4 5		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/12/08	
BUSINESS PHONE	COMMENTS			

LABOR & PARTS
J# 1 45K1Z STEERING/SUSPENSION TECH(S):64701

OWNER STATES NOISE FROM POWER STEERING
RACK AND PINION
FOUND RACK AND PINION LEAKING FLUID.
REPLACED RACK AND PINION. RETEST GOOD.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	0K2N1-32110B	GEAR & LINK ASS	

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

J# 2 30K1Z AUTO TRANSMISSION TECH(S):64701
OWNER STATES INTERMITTENTLY VEHICLE WILL FEEL LIKE IN
NEUTRAL AND RPM WILL GO UP. OWNER WILL PULL TO SIDE OF ROAD
AND LEAVE IN DRIVE. WAIT LESS THAN 20 SECONDS AND VEHICLE
WILL DRIVE NORMAL
ROAD TESTED VEHICLE AND CHECKED FOR DTC. NO PROBLEMS FOUND A
AT THIS TIME. NO DTC PRESENT.
CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2				

JOB # 2 TOTAL LABOR & PARTS

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

***THANK YOU FOR CHOOSING GWINNETT PLACE KIA**
*** OUR GOAL IS 100% CUSTOMER SATISFACTION ***
PLEASE CONTACT MICHAEL WHITE AT 678-804-2100 X-16400
FOR ANY SERVICE COMMENTS.
*** GEORGIA'S ONLY PRESIDENTS AWARD WINNER ***

CUSTOMER SIGNATURE

WARRANTY

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

WARRANTY
0.00

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

INTERNAL

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

The parties agree that instead of litigation in a court, any dispute, controversy or claim arising out of or relating to the repair of this motor vehicle or to any other document or agreement between the parties relating to the repairs of this motor vehicle, shall be settled by binding arbitration administered by the American Arbitration Association, under its commercial Arbitration Rules. Such arbitration shall be conducted in Gwinnett County, Georgia. Each party will pay their own costs. Any judgement of the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

X

CUSTOMER SIGNATURE