



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
3 AM 9:46
12-JUN-2008

Repository
Reference No.
10230842

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City RUTLEDGE State TN Zip Code [Redacted]

Daytime Telephone Number [Redacted]
Evening Telephone Number [Redacted]
E-mail Address [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
 YES NO
Signature of Owner _____ Date 6/1/08

VEHICLE INFORMATION

17 digit vehicle identification number located at bottom of windshield on driver's side: KNAFG525077 [Redacted]
Make KIA Model SORENTO RONDO Model Year 2007
Date Purchased _____ Dealer's Name and Telephone Number Winkelly
Original Owner Dealer's City Clarksville State MD Zip Code 21029 Engine: No: Cylinders 4 Fuel Type: _____
Transmission Type 4 speed Automatic Antilock Brakes Powertrain Cruise Control Vehicle Component Code 050000 PARKING BRAKE Multiple Failure: _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 22-APR-2008 Failure Mileage 1900 Failure Speed 5, 30, 35, 45, 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: DOTM19ABCJ36) 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 3 Number of Deaths 0 Reported to Police N Y

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 2007 KIA SORENTO. ON EIGHT SEPARATE OCCASIONS, WHILE DRIVING AT ANY SPEED, THE EMERGENCY BRAKE ICON ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE BEGAN TO DRAG AS IF THE EMERGENCY BRAKE HAD BEEN ENGAGED. THE EMERGENCY BRAKE HAD TO BE RELEASED IN ORDER FOR THE VEHICLE TO CORRECT ITSELF. THE VEHICLE WAS TAKEN TO THE DEALER TWICE WITH NO RESOLUTION. THE CURRENT MILEAGE WAS 2,646 AND FAILURE MILEAGE WAS 1,900. ESC OFF LIGHT also came on without being shut off. Involved in MVA 4/5/08 which may have been caused by these problems. Noted Brake light on before this time but thought I had put it on. Documented incidents afterwards to note Brake had not been put on manually.

I blamed myself when it may have malfunctioned a lot sooner

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.

(even though Lifetime Kia blamed the problem on me, they still said they would order new parts why order new parts if you are blaming the customer?)

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

Rusty Wallace Kia supposedly rectified the problem but it has recurred since then. Took car in to Lifetime Kia in Morristown - they said there was nothing on the computer when they did the diagnostics. One tech tried to tell me that I was banging the brake with my foot when I was driving. I have had passengers witness the light come on and the brake was not touched. Morristown Kia claimed they were ordering a new brake pedal component and light which should have been in on 6/18/08 I was never called. Emergency brake has come on 3 more times since then 6/13 6/14 and 2 times on 6/19

ATTACH ADDITIONAL SHEETS IF NECESSARY

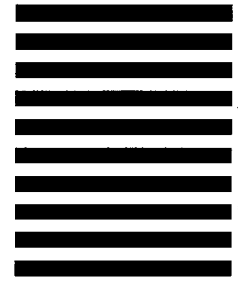
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300



**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

NHTSA
www.nhtsa.gov

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

SaferCar.gov

Accident summary of 4/5/08

I was traveling along highway I-81 in Virginia on 4/5/08, when it started to mist. I reduced my speed because of weather conditions and proceeded cautiously since I had some personal goods in the car along with my pets in cages. All items were secure, all mirrors were clear and unobstructed. I came up behind a very old truck towing a small older make sedan (approx. 6PM) and decided to make my way around this vehicle as I was unsure as to the integrity of the hitch or the ability of this older vehicle to tow on a major highway. I slowly maneuvered into the high speed lane and realized I would have to exceed the speed limit in order to pass these vehicles, so I slowly progressed at my maintained speed, ranging around 55-58 mph. As I came alongside the truck and towed vehicle, I made a last check in the mirrors to make sure I had enough distance on the right side in case the towed vehicle fish-tailed. Within seconds, I heard two or more episodes of crashing metal, along with strong impact, which caused me to careen towards the median. I carefully maneuvered the car so as not to cross the opposite side of the roadway: I figured the grass and mud from the misting rain would eventually halt the vehicle and prevent harm to others. I thought I was going to die, and also kill my pets, from this impact, not knowing if the vehicle would ever stop.

I was dazed and hurt; I felt immediate pain in my lower back and right leg, although I am not certain whether or not the knee made impact with anything as I was traumatized about the events that transpired. My overwhelming fear was that others may have been injured.

One young man ran across the roadway to check on me to see if I was injured. I kept asking if anyone else was injured and continued to inquire as to their condition. This guy stated that "we" had crashed and that he was all right. Someone called for assistance. EMS arrived on the scene and later a state trooper. In the meantime this same young guy had crossed back across the lanes of traffic to talk to others and came back again.

This guy [redacted] stated he was involved in the accident and added that he was not claiming anything as his vehicle was very old "there's no real damage, it's an old truck." He made mention of his "wife" at one point in the conversation and I immediately ascertained if she was alright. He reiterated that they were both all right. When EMS inquired as to their status, this guy refused any care on site and refused to be taken to the hospital, once again stating he and his wife were not injured. EMS asked more than once if these individuals required care or follow-up. Each time this guy said he and his wife were all right. The guy immediately left the scene afterwards with his "wife" to attend to the truck and towed vehicle.

A state trooper later appeared on the scene. Unbeknownst to me the state trooper took all of the keys from the car, including 2 car keys, 2 car remotes, house keys, post office box keys, storage locker keys, and lock box keys. Only 1 car key was given to the tow truck driver who removed the vehicle from the scene after animal control removed my pets.

The state trooper (Atwell) came to the hospital, took personal information from me, and stated that a witness following the towed vehicle stated that I had veered into these vehicles. No where is the name of the witness revealed nor did I see any additional parties at the scene providing any information. Trooper Atwell issued a citation to me which stated I was speeding and driving recklessly. He stated under the circumstances, he had to charge me with something despite my pleas that I was not speeding, driving recklessly, or doing anything else to cause an accident.. At no time did I feel any shift or drifting of my vehicle, I cannot even explain how the accident happened unless it was the wind or some other circumstance that drew me over (if I did, in fact, veer over). Perhaps the towed vehicle hit me first. I

was fully alert and had clear visibility so I am at a loss as to the cause. The mile marker was not annotated on any of the documents either.

The trooper left with my driver's license and later returned with it, stating that he was driving another cruiser and did not know where everything was. I had to ask who towed my vehicle and where it was located. He gave me the name and number for the tower but did not know where the vehicle had been taken. I had to also ask about my pets where I was informed animal control took them; I was absolutely overwhelmed because I did not know if I would ever get my pets back. The state trooper mentioned he needed to return my keys but left with them. I never saw him again. Despite numerous calls to the state trooper barracks, there was no dispatcher to speak to, only a recording. I left several recordings over the next week regarding my missing keys.

I called and received information from the sheriffs' department animal control center. Mr. Hinchey stated all pets were accounted for, in good shape, and being housed at the animal control facility. Officer Hinchey stated the facility would be closed until Monday but left the facilities number and his number so I could reach him if I was able to go home before Monday.

I was left abandoned at the hospital with no where to go to and with no one to pick me up. I was told that the hospital worked with a nearby motel that could house me until I could get transportation to Tennessee and get my pets back, yet, I was not informed about any available transportation. I was advised by one staff member to call the tow company to ascertain the status of my vehicle and to see if they could give me a ride. I was finally able to get a call through to the tower, his wife graciously offered to pick me up at the hospital after her husband informed me that the fender was removed from the right wheel and he deemed the vehicle driveable. I was taken to my car, paid \$100 towing fee and was directed to a motel. The tower's wife had acquaintances that worked there and would give me a discounted rate.

I called animal control numerous times the next day to retrieve my pets; I also made numerous calls to the state trooper dispatcher to track down trooper Atwell to get all of my keys back. The tower's wife, Mrs. Callahan, called to inquire about how I was doing. I told her the problems I was experiencing and she was instrumental in making calls for me. We got a hold of Officer Hinchey and I was able to arrange a time and place to retrieve my pets. None of us ever got a hold of trooper Atwell and were only able to leave a message on the recorder.

Sunday afternoon I got my pets. Officer Hinchey brought them to the hotel where I was staying. We had a lengthy conversation about the accident. He stated that I-81 was basically a 1960's road trying to handle 2008 traffic and was totally ineffective. He added also that there had been numerous fatal and near fatal accidents in that area with a tractor trailer that overturned just a few days before- "completely upside down".

Repeated calls throughout the week finally got a message through to trooper Atwell. He returned my call, I told him how difficult it had been to be without keys that I needed and that the remaining 1 car key I got from the tower was not opening all of the car doors, since most were operated with the remote control and I could not get some of the door controls to function. He only said he'd get the keys to me. I asked if he was going to waste time sending it through the regular postal service. All he said was that I was going to get them. I did not get my keys until the 11 of April, severely inconveniencing me.

At no time did I lose control of my vehicle, I did not feel the vehicle or the internal load shift. I think that this other party may have hit me and that the following "witness" may have been one of his friends trailing them to offer assistance as needed.

KIA

SOLD TO:

2007	93222	KIA RONDO LX	VELVET BLUE/BEIGE
MODEL YEAR	MODEL	MODEL DESCRIPTION	EXTERIOR/INTERIOR COLOR

MD022
WIN KELLY KIA
12431 Auto Drive
Clarksville MD 21029

MD0

KNAFG52507	BALTIMORE	TRUCK
PLANT ENTRY		MODE OF TRANSPORTATION

STANDARD FEATURES

MANUFACTURER'S SUGGESTED RETAIL PRICE

ENGINE
2.0L DOHC 4 Cyl Engine
Automatic Transmission
MacPherson Strut Front/Multi-Link Rear Suspension
Power Rack and Pinion Steering
P205/60R16 Tires/Alloy Wheels

SAFETY
4-wheel Disc Brakes w/ABS & EBD
Electronic Stability Control (ESC)
Dual Front Advanced Airbags
Front Seat Mounted Side Airbags
Full-Length Side Curtain Airbags
Tire Pressure Monitoring System (TPMS)
Front Seat Belt Pretensioners with Force Limiters
Front Active Headrests
Lower Anchors and Tethers for Children (LATCH)

EXTERIOR
Power Windows, Door Locks, Outside Mirrors
Tilt Steering Column
AM/FM/CD Audio with 4-Speakers
Air Conditioning
6-Way Adj. Driver's Seat w/Seat Height Adjust
Folding, Reclining 60/40 Split 2nd Row Seat
Map and Dome Lights
Flat Woven Seat Trim
Multiple Cupholders, and In-Door Bottle Holders
Center Console w/ Armrest/Storage Compartment
Variable Int. Front Wipers/Rear Wiper (1-speed)

EXTERIOR
Roof Rails with Body-Color Base Stanchions
Body Color Door Handles, Mirrors, B/S Moldings
Black Front (Radiator) Grille Crossbars

10 YEARS/100,000 MILES
LIMITED POWERTRAIN WARRANTY
5 YEARS/60,000 MILES
24-HOUR ROADSIDE ASSISTANCE

ADDITIONAL INSTALLED EQUIPMENT:
(In addition to or in place of standard features)
Convenience Package
* Cruise Control
* Remote Keyless Entry w/Alarm
Carpeted Floor Mats

MSRP INCLUDING OPTIONS

INLAND FREIGHT AND HANDLING

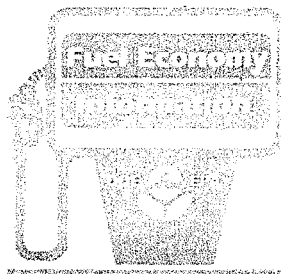
Manufacturer's suggested retail price includes manufacturer's recommended
License and title fees, state and local taxes and other dealer inst
and accessories are not included in the manufacturer's suggested

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

PARTS CONT

CITY MPG

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HIGHWAY MPG

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FOR VEHICLES IN
U.S. / CANADA

MAJOR SOURCE
PA
KORE

NOTE: PARTS CONTE
FINAL ASSEMBLY DI