



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

10-JUL-2008

Repository

Reference No. 10233803

2008 DEC 10 PM 4:18

OWNER INFORMATION (Type or Print)

Name

Address

City

CANASTOTA

State

NY

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? In the absence of an

Signature of Owner

your name & address to the vehicle manufacturer.

YES

NO

Date 7/15/08

VEHICLE INFORMATION

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

KNDMB233766

Make

KIA

Model

SEDONA

Model Year

2006

Date Purchased

5/07

Dealer's Name and Telephone Number

Burdick Kia 315-233-5308

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

Dealer's City

Cicero

State

NY

Zip Code

13039

6

Transmission Type

Auto

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

350000 EQUIPMENT

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-JUL-2008

Failure Mileage 40000

Failure Speed 0

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

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 2006 KIA SEDONA LX. THE VEHICLE HAS A REMOTE STARTER MANUFACTURED BY AUDIOVOX, MODEL NUMBER PRO9556. WHEN THE CONTACT PRE-STARTED HER VEHICLE INSIDE HER HOME WITH THE DEVICE, SHE NOTICED THAT THE VEHICLE SWITCHED INTO GEAR. SHE DROVE BACKWARDS AND CRASHED INTO ANOTHER PLACE OF RESIDENCE. AFTER INSPECTING THE VEHICLE, THE CONTACT NOTICED THAT THE STARTER DEVICE ALLOWED THE VEHICLE TO SHIFT INTO GEARS WITHOUT HAVING A KEY IN THE IGNITION WHEN PRESSURE WAS APPLIED TO THE BRAKE PEDAL. AS A CONSEQUENCE, THE VEHICLE COULD EASILY BE STOLEN AND INCREASED THE RISK OF A CRASH OR SERIOUS INJURY. SHE NOTIFIED THE MANUFACTURER OF THE EQUIPMENT AND THE VEHICLE, BUT NEITHER SOURCES WOULD ASSUME LIABILITY. THE CONTACT HAS PICTURES OF THE FAILED COMPONENT AND THE CRASH. THE SERIAL NUMBER AND VIN WERE UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 40,000.

See attached statement WRONG

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.



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FOR AGENCY USE ONLY 100148

Date Received: 10-JUL-2008
Repository:
Reference No.: 10233803

OWNER INFORMATION (Type or Print)

Name: _____
Address: _____
City: CANASTOTA State: NY 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: L. LISIOR

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KN DMB 233766
Make: KIA Model: SEDONA Model Year: 2006
Date Purchased: 5/07 Dealer's Name and Telephone Number: Burdick Kia 315-233-5308 Engine: No: Cylinders: 6 Fuel Type: Gas
Original Owner: Dealer's City: Cicero State: NY Zip Code: 13039
Transmission Type: Auto Antilock Brakes Cruise Control Powertrain: _____ Vehicle Component Code: 350000 EQUIPMENT
Multiple Failure: _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 07-JUL-2008 Failure Mileage: 40000 Failure Speed: 0

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).

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

See attached sheets

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

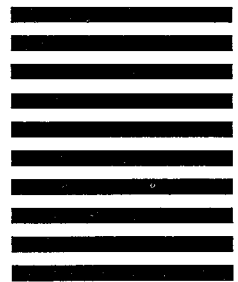


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

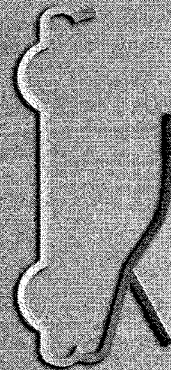
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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 Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Only July 7, 2008 (Monday)—I returned home from work about 4:14 PM. I have about a 3-5 minute commute. I turned my van off and went into the house. A few minutes later one of my sons called and said his needed a ride to his apartment, _____ I used my starter to start my van from the house. It ran about 5-6 minutes before I realized it was still running. I asked my other son _____ to get his brother for me because my father had walked into my house and I didn't want to leave him there alone. My son _____ got into the van and saw that I was running and stepped on the brake and shifted (the shifter is on the floor) the van into reverse and it stopped. He realized that I didn't start it with a key and ran into get the key. It took me about 1 minute to get the key out of my purse and hand it to him. When he went out side he saw the van was gone. He told me his father must have gone and got his brother. I then saw my husband come out of the garage. We thought a neighbor was playing a trick on us and put our van in their driveway. My son then noticed our van in the neighbor's driveway across the street, (we don't know them).

Our van was into the back corner of their house and fence, inches for the garage. I was crying hysterically at this point because those neighbors always have children riding bikes or drawing in their driveway. My husband when on their property to make sure no one was pinned behind the van. Thank GOD no way was. We have a fairly flat driveway. Our street is full of young families and lots of children. On any given evening, you will see at least 20 children riding their bikes or scooters on the sideways or road near our house. People walk their babies and pets by our house just as much. I really, really don't know how no one was hurt or killed. My van has scratches from the front end to the back on the drivers' side. The house across from us has damage to the fence with a little dent to the house. They told us not to worry about it. We, however, feel if something comes of this we will pay them to fix their damages.

At first we didn't know how it happened. My husband though my son had left the van running with the keys in it and that some how it shifted. When he went to move it, there were no keys in the van and my son told him again that he had no keys in the van and was getting them from the house. My son repeated what happened, that he put his foot on the brake and tried to shift into reverse and then the car died. My father and husband tried to do this again by starting the van with the remote and not putting the key into the ignition, and found out that you can shift the car into reverse and then it stops. You then can shift into any gear you want. It only locks if you put is in park. If you leave it in reverse it will roll or can be pushed. We tried to do this at least 20 times just that night and it did it at least 12 out of the 20. We have done it at least 30-40 more times since then showing people what it does and to see if theirs does it. Not a one of the 5-6 people we ask had their vehicle to it. Not even if they did it really fast or put their foot on the brake and shifted the same time. I will provide statements to this if needed by my family and friends. We tried to shift the van when it was not started, and it can not do it.

I called our KIA dealership the next morning (Tuesday, July 8, 2008)and told them what had happened and also we needed to have our ignition looked at for the second time, I find that the key gets stuck in the ignition and won't come out. First time I called about the ignition was 4/01/08, and upon checking they found it to be normal, I didn't agree. See attached work order

They gave me an appointment to look that the starter and ignition for Thursday, July 10, 2008. During our appointment, they took our information, and we showed them what the van did. I

made sure the mechanic came out in the area where our van was waiting. My husband showed the mechanic exactly what the van did. He did it about 5 times and it did it everytime. The mechanic noted what he saw. Ask the mechanic if the was normal, and he said no. It should never be able to do that. When they brought the van back to us after looking it over, they said they don't know what caused it but it was not the van, (of course). It was probably from the manufacture of the car starter or the place that installed it. They did, however, see the problem with the ignition and ordered a part, (see attached R/O # 4, date July 10, 2008). We made an appointment for the following week to have this replaced.

I asked the mechanic again if this happened because it was shifted and the brake stepped on at the same time and he said NO. I then asked that if someone stepped on the brake and shifted the same time and did it too fast if it should still happen and again he said NO. It should not shift at all if there is no key in the ignition and not running. This is a safety feature. We had our dealership get the starter installed for us before we picked up the van on the day we purchased it. We bought the van in May of 2007. It was 1 year old and had 20,273 miles on it. I believe it was a rental car. They said it didn't have a remote starter on it before. You will also note on the "Description of Services #1 on R/O dated 7/10/08, that they acknowledge the problem with the starter but they charged me for it because they put it on the computer. They state it was an Aftermarket remote-starter on this R/O. If this means it is something that is off the market, we did not know this at the time of the installation because they took care of it for us.

We went right over to the place that installed the starter, Drivers' EXPRESSIONS, in the same auto mall, and told them what the dealership said asked if they could look at it for us, however, they couldn't look at it until next week. We told them we had an appointment with our dealership, which is next door, sometime next week or so to have ignition problem taken care of. They told us we could come in on the same day that we get the ignition fixed and they would look at it for us after them. They said it couldn't be anything they did, (of course) but it could be from the manufacturer of the starter or the van itself. I got the name from them and model number of remote starter. (My bill is included). When I got back to work, I called the maker of the starter (Audiovox PRO9556)and immediately was told my a tech. that it was impossible that it was the starter's fault, (of course), it had to be the van problem or the installer. He then had me do a bunch of tests on the van as we spoke on the phone. The van passed all the safety test and the tech said it still can't be the fault of the starter. He was looking to see if the elect system on my van was working and it passed all his tests.

After our appointment with the dealership the following week, (July 15, 2008) for the ignition replacement, we visited EXPRESSIONS so that they could look at the starter to make sure it was working properly. They told us that they couldn't get the van to do it's trick for them and if my husband could. He could not. No matter how many times he tried, it wouldn't do it. The tech at EXPRESSION feels it was the faulty ignition that caused all the problems. My husband tried it a few more times and it doesn't do it. We went back to the dealership and told them what EXPRESSIONS said, and was told they were wrong.

I called our dealership again and told them how things changed after the replacement of the ignition, and they don't believe it was the ignition fault, (of course). No one wants to take blame here but they all seen it happen and say it is very dangerous. I have damage to my van, but I am more concerned for the safety of others. My van can be fixed, but a life can't be replaced. I feel this is very dangerous. If I lived on a highway and my van crossed two lanes of a main road, we really could have caused problems. I still do not trust my van or the starter. I feel we were very, very lucky that no one was killed.

We did not report this to the police department because we didn't know what happened a first and the neighbor's did not want any repairs. We just drove the van out of the area and went to pick up my son. When we can back we had a chance to look at the van and see the damage. Our insurance company told us it was up to us if we wanted to put a claim in. We told them what happened and decided not to put a claim in to see if first we could resolve it with the car dealership. I have enclosed following:

Some pictures showing the damage to our van

Pictures showing our driveway and where the van ended up.

Original Vehicle Owners Questionnaire

1. Our bill of sale, showing van information and pricing.
2. Bill of sale for remote starter installation.
3. April 1, 2008-R/O 3414419/1- First complaint about ignition problems. They found nothing-They claim it didn't do it for them. Section #3
4. July 10, 2008-R/O 3416397/1- First complaint about starter-they noted they saw the problem-but not the vans fault-they note it to be caused by remote starter-Section #1
Second complaint about ignition-they finally saw the problem-it happen to them-
Noted in Section #4.
5. July 15, 2008-R/O 3416488/1-Warranty work to replace ignition cylinder.
6. My contacting Audiovox about starter.
7. Warranty terms and conditions for audiovox starters from the internet.

Will provide you with statements from myself, my husband _____ son _____ and other son, _____ to the fact that this has happened numerous times. We could also ask others who we showed this to, to sign a statement. I did not want to ask them unless it was necessary. My son _____ who is _____ went to trade school to be an Auto tech in Connecticut and was one for 3 years until he became a EMT and fireman. He has installed starters before and told us NOT to use it until this is resolved. He would not touch the van because it is under warranty.

Please help us resolve this issue. I am very concerned that someone could be hurt by this. If nothing comes from it, at least it is noted in case others have this problem in the future.

I have all my receipts showing that we have taken good care of this vehicle and had all its repairs and maintenance done on it. I also have repair orders showing claims I have made of things I felt were wrong with the van and was told on the first time they looked that it was not so. Then you can see on the 2nd requests where they have seen it and replaced items that are under warranty. I find them to be famous for this. I drive the van a lot and know when something is wrong.

Thanks so much for your time and for caring what happens to us drivers and passengers.

Please advise us .OWNERS:

Canastota, NY) Cell-
Cell-
HOME--mornings until 8:00 am--after 5:00 pm
VORK--

VAN INFORMATION:

Van: 2006 KIA Soudona

Purchase Price: \$16,000.00

Date: 5/04/2007

VIN#: KNDMB23376

Place of Purchase: Drivers Village
Burdick KIA
5885 East Circle Drive
Cicero, NY 13039
(315) 233-5308

REMOTE STARTER INFOR:

Place of Installation for Starter: Driver's Expressions
5885 East Circle Drive, Suite 165
Cicero, NY 13039
315-233-5315.

Date Installed: 5/09/07

Make of Starter: Audiovox PRO9556

P.S. Sorry about the delay,
My sister was diagnosed with
Cancer in April & ^{thought} time have been
a little hard for me until about ^{I hope}
a month ago. Everything okay how ^{thanks}



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner Questionnaire (VOQ) form. Please review the form and make changes, additions, and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's side door or the driver's side door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in a vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236. Thank you for your cooperation.

Frank S. Borris, II, Acting Chief
Correspondence Research Division
Enforcement

Enclosure: VOQ



INVENTORY: P062K1589

5/09/07 92011911/1

5/10/07

SUBN 21359 21359

2006 KIA SEDONA

KNDMB23376 RED

P062K1589 5/04/07 5/04/07

#4 - IRSD: INSTALL REMOTE START SYSTEM (DELUXE) INCLUDES C
 KEYLESS, & TRUNK... (WHEN APPLICABLE)
 Corrected by C: COMPLETED UPON REQUEST
 Work performed by Tech 9/ * 2.50hrs 130.00
 PR09556 :REMOTE START W/ TWO 3 CH TX 1089.99 89.99
 Part interchanges with part# 831002
 Part interchanges with part# 555G

130.00
 89.99

17.60

237.59

Visa/Mastercard 214223

Cicero, NY 13039

TERMINAL ID: 5555

MERCHANT #

05/10/07 6:23 PM

Utca

SWIPE

SALE

BATCH: 000529

INV: 011911

AUTH: 214223

TOTAL \$237.59

JAMES SULLIVAN

CUSTOMER COPY

Bill of Sale on Starter



Drivers Village, Inc
DBA Burdick Kia
 5885 East Circle Drive, Suite 345
 Cicero, New York 13039
 Telephone # (315) 233-5308
 Facility ID # 7100367



SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:00 p.m.
 Monday - Friday
 8:00 a.m. - 4:00 p.m. - Saturday

R/O Open Date	R/O Number
4/01/08	3414419/1
R/O Close Date	Status
4/01/08	Pre-Invoice
Mileage In	Mileage Out
33779	33782
Service Advisor / Tag #	
Andy Bashwinger/*W*	
Vehicle Identification Number	
KNDMB23376	
Delivery Date	In-Service Date
5/04/07	5/04/07
Color	License Number
RED	

CANASTOTA, NY

Year	Make	Model	Body	Work Phone	Home Phone
2006	KIA	SEDONA LX	SUBN		
P062K1589					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#2 - 99P: FREE FULL CIRCLE PROGRAM INSPECTION PERFORM VEHICLE CHECK OVER AT NO CHARGE TO OUR VALUED CUSTOMERS. COURTESY CAR WASH WHEN POSSIBLE Corrected by MREMIND: *REMINDER* PLEASE REFER TO OWNERS MANUAL FOR REQUIRED MAINT. MAINTENANCE IS REQUIRED TO INSURE WARRANTY COVERAGE. ASK FOR OUR RECOMMENDED SERVICE MAINTENACE BROCHURE AT THE SERVICE DEPARTMENT. Work performed by David Swanick QX10 (617) ADVISED DUE FOR 30,000 MILE MAINTENANCE Sub Total: Labor: .00 Parts:.00 Total: .00</p>	
<p>#3 - Customer Reports: STATES IGNITION CYLINDER STICKS SOMETIMES. LUBE? HAS TO PUSH IN TO BE ABLE TO TURN, NORMAL? Caused by NORMAL OPERATION Work performed by David Swanick QX10 (617) NORMAL OPERATION Sub Total: Labor: .00 Parts:.00 Total: .00</p>	
<p>#4 - Customer Reports: STATES PULLS RIGHT A LITTLE. SUBLET ALIGNMENT CHECK/RESET \$79.95. (SET UP WITH BRAD - BUICK) Work performed by 2100040 : 3924469 Sub-Total: Sublet: 79.95</p>	79.95

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I Hereby Authorize the Repair work herein set forth to be done along with the necessary material at the agreed price which will not exceed the estimate without my consent. I also agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere. For the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs there to." **DISCLAIMER OF WARRANTIES.** These repairs are covered by a limited warranty, 90 days or 4,000 miles, whichever comes first. seller hereby limits implied warranties to the same period.
TERMS: Strictly cash or acceptable credit card.
Arbitration: Any dispute arising under this Agreement shall be resolved by binding arbitration conducted in accordance with the Commercial Arbitration Rules of the America Arbitration Association ("AAA") then in effect (as such rules may be modified by the mutual agreement of the parties and the arbitrator selected). The arbitration shall be conducted in Onondaga County, New York, by a single arbitrator mutually accepted to the parties. In the event that the parties cannot agree on a single arbitrator, one shall be appointed by the AAA. The decision of the arbitrator shall be based on applicable law, and the arbitrator shall have no authority to award punitive damages. Judgement on the arbitration award may be entered by any court (state or federal) having jurisdiction over the such award. The parties, shall share equally the cost of the arbitration, including the fees of the arbitrator, and each party shall bear its own attorney's fees. That fees and expenses to be awarded to the prevailing party. In the event the arbitrator determines that the claims asserted are, on the whole, frivolous or lacking substantial merit, the arbitrator shall award attorney's fees and expenses to the prevailing party. Both the parties and the arbitrator shall award shall keep the fact of the arbitration, the arbitration proceeding and the arbitration decision in confidence except only for such disclosure as may be legally required or as may be necessary to enforce the arbitral award.
 Arbitration must be conducted on an individual, not a class-wide, basis. There shall be no right for any dispute to be arbitrated on a class action basis or on bases involving claims brought in a purported representative capacity on behalf of the general public. Only we and you may be the parties to the arbitration proceeding may be consolidated with any other arbitration proceeding between us and any other person or entity.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	79.95
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	6.40
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	86.35

PAID

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



Drivers Village, Inc
DBA Burdick Kia
 5885 East Circle Drive, Suite 345
 Cicero, New York 13039
 Telephone # (315) 233-5308
 Facility ID # 7100367



SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:00 p.m.
 Monday - Friday
 8:00 a.m. - 4:00 p.m. - Saturday

R/O Open Date	R/O Number
7/10/08	3416397/1
R/O Close Date	Status
7/10/08	Pre-Invoice
Mileage In	Mileage Out
40588	40588
Service Advisor / Tag #	
Andy Bashwinger/*W*	
Vehicle Identification Number	
KNDMB233766	
Delivery Date	In-Service Date
5/04/07	5/04/07
Color	License Number
RED	

CANASTOTA, NY		
Year	Make	Model
2006	KIA	SEDONA LX
P062K1589		

Work Phone	Home Phone
Body	
SUBN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#3 - Customer Reports: VEHICLE WILL COME OUT OF PARK WITHOUT KEY IN IGN. WHEN USE CAR STARTER. INTERMIT CONCERN. THERE WILL BE A MINIMUM DIAGNOSTIC CHARGE OF \$46.00+TAX FOR ALL NON-WARRANTY REPAIRS</p> <p>Caused by REMOTE STARTER Work performed by Matthew Ewing 3NN9 (610) AFTERMARKET REMOTE-STARTER POWERS BRAKE SWITCH WHICH POWERS (AND RELEASES) ATM LEVER SWITCH. IF DEPRESS BRAKE PEDAL LIGHT ENOUGH VEHICLE CAN BE SHIFTED OUT OF PARK BEFORE STALLS AND LOOSES ELECTRICAL POWER. Sub Total: Labor: 46.00 Parts:.00 Total: 46.00</p>	46.00
<p>#4 - Customer Reports: STATES KEY STICKS IN IGNITION CYLINDER SOMETIMES HAS TO PUSH IN AND TURN AND RETRY</p> <p>Work performed by Matthew Ewing 3NN9 (610) Ordered 81900 4DC00 :KEY SUB SET-STRG LOC Qty: 1 NORMAL OPERATION TO REMOVE KEY. KEY DID STICK IN START POSITION. SPECIAL ORDER PART TO REPAIR. NOTE: CYLINDER WILL NEED TO BE CODED. ALL KEYS AND FACTORY REMOTES WILL NEED TO BE PROGRAM WHEN INSTALLED.</p>	Warranty Warranty
<p>#5 - LOF: OIL AND FILTER CHANGE. CHECK TIRE PRESSURES, LUBE LOCKS AND HINGES.</p> <p>Work performed by Matthew Ewing 3NN9 (610) Installed KOIL :5W30 OIL BULK Qty 5 Installed 26320 3C100 :SERVICE KIT-OIL FILT Qty 1 LOF Coupon \$25.95</p>	Included Included Included 25.95

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I Hereby Authorize the Repair work herein set forth to be done along with the necessary material at the agreed price which will not exceed the estimate without my consent. I also agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere. For the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs there to."
DISCLAIMER OF WARRANTIES. These repairs are covered by a limited warranty, 90 days or 4,000 miles, whichever comes first. seller hereby limits implied warranties to the same period.
TERMS: Strictly cash or acceptable credit card.
Arbitration: Any dispute arising under this Agreement shall be resolved by binding arbitration conducted in accordance with the Commercial Arbitration Rules of the American Arbitration Association ("AAA") then in effect (as such rules may be modified by the mutual agreement of the parties and the arbitrator selected). The arbitration shall be conducted in Onondaga County, New York, by a single arbitrator mutually accepted to the parties. In the event that the parties cannot agree on a single arbitrator, one shall be appointed by the AAA. The decision of the arbitrator shall be based on applicable law, and the arbitrator shall have no authority to award punitive damages. Judgement on the arbitration award may be entered by any court (state or federal) having jurisdiction over the such award. The parties, shall share equally the cost of the arbitration, including the fees of the arbitrator, and each party shall bear its own attorneys' fees, that fees and expenses to be awarded to the prevailing party. In the event the arbitrator determines that the claims asserted are, on the whole, frivolous or lacking substantial merit, the arbitrator shall award attorneys' fees and expenses to the prevailing party. Both the parties and the arbitrator shall keep the fact of the arbitration, the arbitration proceeding and the arbitration decision in confidence except only for such disclosure as may be legally required or as may be necessary to enforce the arbitral award.
 Arbitration must be conducted on an individual, not a class-wide, basis. There shall be no right for any dispute to be arbitrated on a class action basis or on bases involving claims brought in a purported representative capacity on behalf of the general public. Only we and you may be the parties to the arbitration proceeding may be consolidated with any other arbitration proceeding between us and any other person or entity.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Drivers Village, Inc
DBA Burdick Kia
 5885 East Circle Drive, Suite 345
 Cicero, New York 13039
 Telephone # (315) 233-5308
 Facility ID # 7100367



SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:00 p.m.
 Monday - Friday
 8:00 a.m. - 4:00 p.m. - Saturday

R/O Open Date	R/O Number
7/10/08	3416397/2
R/O Close Date	Status
7/10/08	Pre-Invoice
Mileage In	Mileage Out
40588	40588
Service Advisor / Tag #	
Andy Bashwinger/*W*	
Vehicle Identification Number	
KNDMB233766	
Delivery Date	
5/04/07	5/04/07
Color	License Number
RED	

CANASTOTA, NY		
Year	Make	Model
2006	KIA	SEDONA LX
P062K1589		

Work Phone	Home Phone
Body	
SUBN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#6 - 99P: FREE FULL CIRCLE PROGRAM INSPECTION PERFORM VEHICLE CHECK OVER AT NO CHARGE TO OUR VALUED CUSTOMERS. COURTESY CAR WASH WHEN POSSIBLE</p> <p>Corrected by MREMIND: *REMINDER* PLEASE REFER TO OWNERS MANUAL FOR REQUIRED MAINT. MAINTENANCE IS REQUIRED TO INSURE WARRANTY COVERAGE. ASK FOR OUR RECOMMENDED SERVICE MAINTENANCE BROCHURE AT THE SERVICE DEPARTMENT.</p> <p>Work performed by Matthew Ewing 3NN9 (610) ADVISED: DUE FOR 30,000 MILE MAINTENANCE. AUTO TRANS FLUSH \$159.95 COOLANT FLUSH \$89.95 ENGINE AIR FILTER \$43.50 TIRES GETTING LOW: HANKOOK H418 \$121./EA INSTALLED 225/70R16 BRAKE INSPECTION \$9.95 Sub Total: Labor: .00 Parts:.00 Total: .00</p>	
<p><u>WE WANT YOUR 10's!</u></p> <p>YOUR COMPLETE SATISFACTION IS OUR GOAL.</p> <p>If you are not completely satisfied, please call me, Andy Bashwinger, Service Manager.</p> <p>(315) 233-5308</p>	<p>PAID</p> <p>Cash</p> <p>AM</p>

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the Repair work herein set forth to be done along with the necessary material at the agreed price which will not exceed the estimate without my consent. I also agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere. For the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs there to."
DISCLAIMER OF WARRANTIES. These repairs are covered by a limited warranty, 90 days or 4,000 miles, whichever comes first. seller hereby limits implied warranties to the same period.
TERMS: Strictly cash or acceptable credit card.

Arbitration: Any dispute arising under this Agreement shall be resolved by binding arbitration conducted in accordance with the Commercial Arbitration Rules of the American Arbitration Association ("AAA") then in effect (as such rules may be modified by the manual agreement of the parties and the arbitrator selected). The arbitration shall be conducted in Onondaga County, New York, by a single arbitrator mutually accepted to the parties. In the event that the parties cannot agree on a single arbitrator, one shall be appointed by the AAA. The decision of the arbitrator shall be based on applicable law, and the arbitrator shall have no authority to award punitive damages. Judgment on the arbitration award may be entered by any court (state or federal) having jurisdiction over the such award. The parties, shall share equally the cost of the arbitration, including the fees of the arbitrator, and each party shall bear its own attorneys' fees, that fees and expenses to be awarded to the prevailing party. In the event the arbitrator determines that the claims asserted are, on the whole, frivolous or lacking substantial merit, the arbitrator shall award attorneys' fees and expenses to the prevailing party. Both the parties and the arbitrator shall award shall keep the fact of the arbitration, the arbitration proceeding and the arbitration decision in confidence except only for such disclosure as may be legally required or as may be necessary to enforce the arbitral award. Arbitration must be conducted on an individual, not a class-wide, basis. There shall be no right for any dispute to be arbitrated on a class action basis or on bases involving claims brought in a purported representative capacity on behalf of the general public. Only we and you may be the parties to the arbitration proceeding may be consolidated with any other arbitration proceeding between us and any other person or entity.

LABOR	56.52
PARTS	15.43
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	5.76
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	77.71

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

*1st Claimant about same ste
 2nd Claimant about ignition*





Drivers Village, Inc
 DBA Burdick Kia
 5885 East Circle Drive, Suite 345
 Clinto, New York 13039
 Telephone # (315) 233-5308
 Facility ID # 7100367



SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:00 p.m.
 Monday - Friday
 8:00 a.m. - 4:00 p.m.-Saturday

R/O Open Date	R/O Number
7/15/08	3416488/1
R/O Close Date	Status
7/30/08	Pre-Invoice
Mileage In	Mileage Out
41931	41932
Service Advisor / Tag #	
Andy Bashwinger/*W*	
Vehicle Identification Number	
KNDMB233766	
Delivery Date	In-Service Date
5/04/07	5/04/07
Color	License Number
RED	

CANASTOTA, NY

Year	Make	Model	Body		
2006	KIA	SEDONA LX	SUBN	RED	
P062K1589					

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#1 - Customer Reports: INTERMIT KEY WILL STICK IN START POSITION. INSTALL SOP & RECHECK OPERATION (CODED CYLINDER).

Caused by VERIFY IGNITION STICKS IN STARTING POSITION.

Work performed by Matthew Ewing 3NN9 (610)

Work performed by 2005862 : 285671

Installed 81900 4DC00 :KEY SUB SET-STRG LOC

Qty: 1

REPLACED IGNITION CYLINDER. SUBLET CODING.

81900R00 0.5 N94 C10 TYPE W

Warranty
 Warranty
 Warranty

#2 - 99P: FREE FULL CIRCLE PROGRAM INSPECTION PERFORM VEHICLE CHECK OVER AT NO CHARGE TO OUR VALUED CUSTOMERS. COURTESY CAR WASH WHEN POSSIBLE

Work performed by Matthew Ewing 3NN9 (610)

ADVISED MAINTENANCE DUE

Sub Total: Labor: .00 Parts:.00 Total: .00

#3 - MTF: PERFORM TRANSMISSION FLUSH MACHINE MAINTENANCE FLUSH TRANSMISSION WITH 12 QUARTS OF FLUID AND ADD CONDITIONER AND CLEANER TO PERFORM SERVICE

Work performed by Matthew Ewing 3NN9 (610)

Installed KATF :AUTO TRANS FLUID

12@3.65

86.20

Installed KVP094 :SYNPWR TRANNY KIT

1@19.95

43.80

Sub Total: Labor: 86.20 Parts:63.75 Total: 149.95

19.95

WE WANT YOUR 10's!

YOUR COMPLETE SATISFACTION IS OUR GOAL

If you are not completely satisfied, please call me

Andy Bashwinger - Service Manager

(315) 233-5308

PAID
 Visa

LABOR	86.20
PARTS	63.75
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	12.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	161.95

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

Best Warranty to Replace ignition cylinder

5

Answers Ask a Question My Stuff

Logout Help

Overview

Questions

Notifications

Profile

Logged in as: elvira sullivan (If you are not elvira sullivan click here.)

Brand

All

Category

All

Search Text (optional)

Search By

Summary/Thread

Sort By

Default Sort

Powered by RIGHT NOW

Reference #
080710-000145

Brand
Audiovox

Category
Accessories
Power products

Date Created
07/10/2008 02:54 PM

Last Updated
07/14/2008 11:02 AM

Status
Updated

Type of Issue
Service/ Repair/ Status

Model Number
PRO9556

Remote car starter

Discussion Thread

Customer (elvira sullivan) *My Reply 7/14/08* 07/14/2008 11:02 AM

Thank you, I did contact one of your Tech and he had me go thur a series of tests to see if maybe my van had a problem. Everything worked out with the van and its system. The van will go into any gear when I use the starter and not key. We started our van with the remote, then went to leave with it a few minutes later and forgot the key was not in it and put it into reverse, the van shut down. We then went into the house to get the key and our van was gone. It crossed the road and went into someone's fence and house. The van was in reverse at the time. When we shifted it earlier and it shut off, we didn't realize it went into gear. We tried it about 25-35 more times and it continues to do it. It happens so fast at first you don't realize it will shift. We are not using the remote now. It was installed at our Kia dealership from a company in the mall they are in. Kia mechanics checked the electronics and workings of my car the next day and found nothing wrong with the car. They however saw what the car does. It happen a number of times in their dealership. Your tech tells me it is impossible for this to happen with a car starter. I have an appointment with the electronics dept. that installed it for the dealership this week. Everyone who has a starter tried to do this to their cars and they can not. Even if they do it fast and put on the brake and shift the same time. My husband tried it on a number of different cars with starters and they don't do it. He has no problem doing it to ours. I feel this is a great danger to the public. Our van could of killed someone as it was leaving our driveway, which is flat. I have filed a report with the Attorney Generals office and they have set it on to the safecar division for investigation. I have damage to my car that I feel is not our responsible. I am more interested in this not happening to anyone else because everyone is trying to blame each other. I have many pictures and video to prove what has been going on. This only happens when we use the starter. You can not shift it when the car is off. Thanks Elvira Sullivan elvirasu@twcny.rr.com



Print Question

Response (Nadia Zuccolini)

07/13/2008 11:44 PM

Dear Elvira,

The best thing to do would be to contact one of our Technical Assistance Representatives at 1-800-225-6074. They will be able to better assist you over the telephone. Their hours of operation are Monday through Friday 8:30am to 7:00pm and on Saturday from 9:00am to 5:00pm Eastern time.

In order to reply to this message, you must click on the link http://voxrightnow.custhelp.com/cgi-bin/voxrightnow.cfg/php/enduser/std_alp.php and LOG IN to the web site. DO NOT simply click on <Reply>. If you just click on <Reply>, we will not receive your response.

Sincerely,
Nadia
Customer Service

Customer (elvira sullivan)

07/10/2008 02:54 PM

Are you suppose to be able to step on the brake and put your car in reverse or drive after you have started your car with remote and no key is in it. Is there a time window

my contacting Audiovox

b

7/14/2008 11:02 AM



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Search by Model #:

Warranty Terms and Conditions

Audiovox employs different terms and policies for its varied brands and product lines. For the warranty terms of your particular product, please check the owner's manual or the listing provided below. For warranty procedures view the Brand and Product Sections below for details.

In Warranty Repair

- If your product is within the terms of the manufacturing warranty and you have a copy of the proof of purchase please return your product to the original retail purchaser.
- This applies to both installed and uninstalled product.
- If for some reason, your product cannot be returned to the original purchase place it can be sent to an Audiovox repair center. Please see the listing below for the appropriate repair center.

Out of Warranty Repair

- If your product is out of the manufacturing warranty and/or if you don't have a copy of the proof of purchase there is a charge for repair. You will have to contact the appropriate Service Center for the repair fee BEFORE you ship the product for repair.
- We accept personal checks, money orders, or any major credit card information for repair payment. When paying with a credit card please include the card number, expiration date, last 3 digits of code in card signature area, and the billing address if it's different from the ship to address.

Shipping Your Product for Repair

- When shipping your product to one of our centers you must include the following:
- A copy of the Proof of Purchase for In-Warranty Repairs.
- A description of the Problem
- Include all original components that came with the unit.
- Include Return Name, Physical Address, & Telephone number/Email Address
- Please ship product by traceable means (such as UPS, Fed. Ex)
- For out of warranty products include check, money order, or any major credit card information for repair payment. Please note that one of our warranty centers does not take checks. When paying with a credit card please include the card number, expiration date, last 3 digits of code in card signature area, and the billing to address if it's different from the ship to.

Audiovox Flat Panel Televisions:

Audiovox, Jensen Navigation System:

Audiovox, Prestige, Pursuit, Code Alarm, Rampage, Terk, Vogel's or an Advent Mobile Video product for your car:

Audiovox, Prestige, Pursuit, Code Alarm, Rampage, Terk, Vogel's or an Advent product for your home:

Acoustic Research or Advent Home Audio Product:

*I didn't receive any paperwork when I picked up my van after starter was installed
Warranty for Audiovox off internet*



Model PRO-9556 Owners Manual

3 Channel Remote Car Starter

FEATURES :

- ♦ 2 Three Button Programmable RF Transmitters
- ♦ Three Channel Receiver (capable of accepting 4 transmitters)
- ♦ Keyless Entry Outputs (+) and (-)
- ♦ On-Board Start Relay
- ♦ On-Board Accessory Relay
- ♦ On-Board Ignition 1 Relay
- ♦ On-Board Ignition 2 Relay
- ♦ Ignition 2 Relay Selectable On or Off During Cranking
- ♦ On-Board Parking Light Relay
- ♦ Ignition 3 / Shock By-Pass / GM VAT Output (relay required)
- ♦ Tach Signal Learning Circuit
- ♦ Two (+) and Two (-) Safety Shutdown Circuits
- ♦ Alarm By-Pass Output
- ♦ Accessory Outputs (Pulse Before & After Start, During Crank & After Shut Down)
- ♦ Selectable Steady or Flashing Parking Lights for Run Indication
- ♦ Selectable 5, 10, 15, 20 Minute Run Time
- ♦ Selectable 1 Sec., 3.5 Sec., or 1 Sec./Dbl 1 Sec. Door Lock Output Pulse
- ♦ Car Finder Mode

128-7769

1 of 2

KEYLESS ENTRY



1. The Lock button on the transmitter is used to lock the vehicle's doors, the Unlock button is used to unlock the vehicle's doors. To lock or unlock the doors simply press and release the desired function button one time. As a keyless entry unit, for your convenience, the parking lights will flash once when the doors are locked and twice when the door are unlocked.

REMOTE CAR FINDER

The Lock or Unlock buttons are also used to access the car finder mode. This feature is particularly useful in a crowded parking lot where finding your car may be difficult. To access the car finder mode, while within range of your car, simply press and hold either the lock or unlock button of your transmitter for three seconds. The parking lights will begin to flash making your vehicle more visible. The lights will stop automatically after 30 seconds. If you wish to turn off the car finder mode prior to the expiration of the 30 second timer, press and release either the lock or unlock button of your transmitter one time

REMOTE STARTING THE VEHICLE

This unit will not start the vehicle if any one of the following situations exists:
The vehicle's hood lid is opened. The gear shift selector is not in Park.
The brake pedal is depressed. The safety control switch is in the Off position.

1. To start the vehicle, press and release the Key/Trunk button two times within 2 seconds. The vehicle will start and remain running for the pre-programmed 5,10,15,20 minute run cycle. As a visual indication, the parking lights will flash or remain on depending on the setting by your installation center.
2. When you arrive at the vehicle, turn the ignition key to the ON position (not the spring loaded start position), then step on the brake pedal to disengage the remote starter. The vehicle will continue to run, but now on it's own power.

NOTE: The engine will stop running before the pre-programmed run cycle has expired if you perform any one of the following functions:
Press and release Key/Trunk button on the keychain transmitter two times within 2 seconds.-Depress the brake pedal. - Open the vehicle's hood -Place the unit in the safety control disabled mode.

PRLED SAFETY CONTROL SWITCH

The Push-Button LED control switch allows you to temporarily disable the remote starting function of the system. This recommended whenever the vehicle is being serviced. To place the system in the service mode:

- 1) With the system disarmed/unlocked, and the ignition switch off Press and Hold the PRLED on.
- 2) Turn the ignition switch on, off, on, off, on, off.
- 3) The LED begins to flash two short flashes followed by one long flashes and continues this pattern until returned to normal mode of operation.

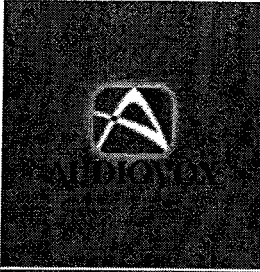
This puts the unit into the R/S Override mode indicating that the remote start is in the service mode and will not start from RF or any other input Posse or otherwise.

To Exit R/S Override Mode

- 1) With the system disarmed, Press and Hold the PRLED on.
- 2) Turn the ignition switch on, off, on, off, on, off.
- 3) The LED turns off indicating that the R/S unit is fully functional one again.

FUNCTION SETTING CHART To be completed by installer

Run Time	5 Min <input type="checkbox"/>	10 Min <input type="checkbox"/>	15 Min <input type="checkbox"/>	20 Min <input type="checkbox"/>
Door Lock Timer	1 Sec/1 Sec <input type="checkbox"/>	3.5 <input type="checkbox"/>	1 Sec/Dbl 1 Sec <input type="checkbox"/>	
Lights	Pulse <input type="checkbox"/>	Steady <input type="checkbox"/>		



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Contact Us

Audiovox Corporation Headquarters/ Audiovox Electronics Corporation

For corporate inquiries:
180 Marcus Boulevard Hauppauge, New York 11788 USA

For all mobile entertainment and security products:
150 Marcus Boulevard Hauppauge, New York 11788 USA

RCA Customer Support:

RCA MP3 Players:

**Before calling customer support for all RCA MP3
Players, please check our [FAQ's](#)**

If you do not find your answer in our FAQs please call: **1-866-449-7112**

RCA Home Theater and DVD Players contact: **1-800-311-9263**
rcasupport@1800customersupport.com

RCA Televisions **1-800-448-0329**

Audiovox Customer Support:

Customer Support for all other Audiovox brands, please try our [FAQ's](#)

Directions:

Audiovox Corporation Headquarters

Hours of Operation: Monday-Friday 9:00AM - 5:30PM

180 Marcus Blvd. Hauppauge, NY 11788

631-231-7750

Directions

From East:

Take the Long Island Expressway to exit 55 (Motor Parkway). Proceed on the exit ramp to the first light (Motor Parkway). At the light, make a right onto Motor Parkway. Take Motor Parkway down to the third light (Marcus Blvd.) and make a right. Audiovox is 1/2 mile down on the left-hand side, #180 Marcus Blvd.

From West:

Take the Long Island Expressway eastbound to exit 55. Proceed on exit ramp to Motor

Parkway (first traffic light). At Motor Parkway, make a left. Take Motor Parkway down to the fourth light (Marcus Blvd.) and make a right. Audiovox is ½ mile down on the left-hand side, #180 Marcus Blvd.

For a map [Click Here](#)

Audiovox Electronics Corporation

Hours of Operation: Monday-Friday 9AM - 5:30PM

150 Marcus Blvd. Hauppauge, NY 11788

631-231-7750

Directions

From East:

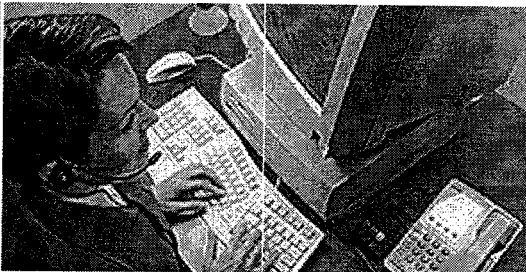
Take the Long Island Expressway to exit 55 (Motor Parkway). Proceed on the exit ramp to the first light (Motor Parkway). At the light, make a right onto Motor Parkway. Take Motor Parkway down to the third light (Marcus Blvd.) and make a right. Audiovox is ½ mile down on the left-hand side, #150 Marcus Blvd.

From West:

Take the Long Island Expressway eastbound to exit 55. Proceed on exit ramp to Motor Parkway (first traffic light). At Motor Parkway, make a left. Take Motor Parkway down to the fourth light (Marcus Blvd.) and make a right. Audiovox is ½ mile down on the left-hand side, #150 Marcus Blvd.

For a map [Click Here](#)

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Warranty Centers - Products for your Car

*Please Note: Please check your warranty card or manual for warranty length where not stated. Warranty may differ depending on certain conditions.

**Also Note: Audiovox Models VOD701 and VOD 702 are no longer manufactured and parts are not available for repair. Therefore we are unable to offer any out of warranty repair services for these models.

Search by Model #:

Brand	Product Categories- Mobile	Warranty	Repair Center	Requirements
Audiovox	BandPass Boxes	See Note	Audiovox Corp. 150 Marcus Blvd. Hauppauge, NY 11788 Attn: Repair Dept	For an out of warranty product contact for repair rate: 1-800-645-4994 Monday -Friday between 8:30 5:30 ES OR contact us
Prestige	Car Amplifiers	See Note		
Pursuit	Car Audio Accessories	See Note		
Code Alarm	Car Equalizers	See Note		
Rampage	Car Radios	See Note		
Terk	Car Remote Start	See Note		
Vogel's	Systems	See Note		
Advent Mobile	Car Security Systems	12 Months		
Video	Car Security Accessories	See Note		
	Car Security	See Note		
	Transmitters	See Note		
	Car Speakers	See Note		
	Car SubWoofers	See Note		
	Car TV Systems	See Note		
	Car Video/DVD Systems	See Note		
	Car Video Floor	See Note		
	Consoles	See Note		
	CD Changers	See Note		
	Cruise Controls	See Note		
	Hand Held GPS Systems	See Note		
	In Car TVs	90 Days		
	Mobile Multi Media	36 months		
	Mobile Video & Accessories	See Note		
	Power Inverters	36 Months		
	Rear Observation	90 days		
	Cameras	12 Months		
	Rear Sensing Systems	12 Months		
	Rear-View Mirror	12 Months		
	Monitors			
	Road Gear Portable DVD			
	RG40			
	Satellite TV Systems			
	Sirius Satellite Radio			
	XM Satellite Radio			





