



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 25-JUL-2008
Repository
Reference No. 10235734

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MOSS POINT State MS Zip Code [REDACTED]

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

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 ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KNAGD12894 [REDACTED]
Make KIA Model OPTIMA Model Year 2004
Date Purchased _____ Dealer's Name and Telephone Number _____ Engine: _____ Fuel Type: _____
Original Owner Dealer's City _____ State _____ Zip Code _____ No: Cylinders _____
Transmission Type _____ Antilock Brakes Powertrain _____ Vehicle Component Code 110000 ELECTRICAL SYSTEM
 Cruise Control Multiple Failure: _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 25-JUL-2008 Failure Mileage 64000 Failure Speed 70

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 2004 KIA OPTIMA. WHILE DRIVING APPROXIMATELY 70 MPH, THE INSTRUMENT CONTROL PANEL BECAME INOPERATIVE AND DISPLAYED INACCURATE READINGS. THE CONTACT CALLED THE DEALER AND SHE IS IN THE PROCESS OF HAVING THE VEHICLE INSPECTED TO DETERMINE THE CAUSE OF FAILURE. THE FAILURE AND CURRENT MILEAGES WERE 64,000.

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 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.

Dean McCrary

I M P O R T S
P O R S C H E ▼ A U D I ▼ V O L K S W A G E N ▼ K I A



SALES DRAFT

DEAN MCCRARY IMPORTS
 1533 E. I-65 SERVICE RD.
 MOBILE, AL 36606
 TERMINAL 1530012

525 E. I-65 SERVICE ROAD S • MOBILE, AL 36606
 471-3326 • FAX 251-471-3046 • www.deanmccrary.com

948161011887
 08/01/2008 15:24:55

VISA
 AUTH. TRANS. ID. 008214733646631
 INVOICE 27004 H02
 AUTH. CODE 224415

SALE TOTAL \$385.00

CUSTOMER COPY

ADVISOR DON REYNOLDS	TAG NO. 30894	INVOICE DATE 08/01/08	INVOICE NO. K1CS37277
LABOR RATE	LICENSE NO.	MILEAGE 64,275	COLOR /
YEAR / MAKE / MODEL 04/KIA/OPTIMA/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. K N A G D 1 2 8 9 4 5		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE 07/30/08	
COMMENTS			MO: 64276

TS: 7.00 TECH(S): 25938 385.00

C/S SPEED GAGE, CRUISE CONTROL, AND GAS GAGE BROKEN.
 DIAG, HAD TO REMOVE CENTER CONSOLE/ INSTRUMENT CLUSTER
 TO LOCATE WIRING PROBLEM
 FOUND WIRING NOT MAKING CONNECTION REWIRED TO REPAIR.

JOB # 1 TOTAL LABOR & PARTS 385.00

COMMENTS -
 WAIT

TOTALS -

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

TOTAL LABOR.... 385.00
 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 \$ 385.00

THANK YOU FOR THE OPPORTUNITY TO ASSIST YOU IN YOUR SERVICE
 NEEDS. YOU MAY GET A CUSTOMER SATISFACTION SURVEY FROM YOUR
 MANUFACTURER. IF FOR ANY REASON YOU CANNOT GRADE US "PERFECT
 OR COMPLETELY SATISFIED", PLEASE CONTACT SCOTT PARADISE AT
 251-471-3326.

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

The seller hereby disclaims all warranties, either expressed 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 of said products.

SHOP SUPPLIES: A token charge equivalent to 15% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: Tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, environmental disposal fees, etc.

ARBITRATION AGREEMENT

Customer and Dealer agree that the service and repairs on the Customer's vehicle are involved in, affect, or have a direct impact upon interstate commerce. Customer and Dealer agree that all claims, demands, disputes, or controversies of any kind or nature that may arise between them concerning any of the negotiations for and performance of service or repairs to the vehicle, charges for and adequacy of such service and repairs, and other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration. Proceedings to resolve all such disputes shall be conducted in the city where the Dealer's facility is located. Customer and Dealer further agree that any question regarding whether a particular controversy is subject to arbitration shall be decided by the Arbitrator. Judgment upon the arbitration award rendered may be entered in any court having jurisdiction. This Agreement is binding upon, and insures to the benefit of, the Customer and Dealer and the officers, employees, agents, and affiliated entities of each of them. This agreement will survive payment of the customer's obligations and any termination, cancellation, or performance of the transactions between Customer and Dealer. **CUSTOMER AND DEALER UNDERSTAND THAT THEY ARE AGREEING TO RESOLVE THE DISPUTES BETWEEN THEM IN DESCRIBED ABOVE BINDING ARBITRATION, RATHER THAN BY LITIGATION IN ANY COURT.**

X _____ DATE
 CUSTOMER SIGNATURE

Reynolds and Reynolds Company ERAINTS14E GN245413 Q (08/07)