 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received JAN 13 2012 <small>12 DEC 2011</small>	
OWNER INFORMATION (Type or Print)				Repository <input type="checkbox"/>	
Name [REDACTED]				Reference No. 10439384	
Address [REDACTED]				Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]	
City WARBA		State MN	Zip Code [REDACTED]	Evening Telephone Number [REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KNDMB233000 [REDACTED]			Make KIA	Model SEDONA	Model Year 2006
Date Purchased 11/06	Dealer's Name and Telephone Number Kia of Duluth 218-722-4542			Engine: No: Cylinders 6	Fuel Type: GAS
Original Owner <input checked="" type="checkbox"/>	Dealer's City DULUTH		State MN	Zip Code 55806	
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure: Yes		Incident Date(s) 29-AUG-2011
<input checked="" type="checkbox"/> Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION.					
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC				Failure Mileage 50000	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: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	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. THE CONTACT STATED THAT WHEN THE BRAKE WAS APPLIED, THE VEHICLE WOULD SHAKE VIOLENTLY. THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES FOR THE FAILURE. THE DEALER ROTATED AND REPLACED THE ROTORS, BUT THE FAILURE WAS NOT CORRECTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND ADVISED THE CONTACT TO TAKE THE VEHICLE BACK TO THE DEALER. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 50,000 AND THE CURRENT MILEAGE WAS 80,000. I HAVE HAD THE ROTORS REPLACED TWICE WITHIN 15 MONTHS AND TURNED ONCE. BRAKES HAVE BEEN REPLACED TWICE WITHIN THE SAME PERIOD. I DO NOT HAVE RECEIPTS FOR EITHER WORK ON BRAKES & ROTORS					
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.					

CUSTOMER #: 3077611535

TSB
17 2007
042701
4/24/07

199289

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INVOICE

DUPLICATE 3
PAGE 1

SERVICE ADVISOR: 3017 CHRIS SEANGER

WARBA, MN

HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GOLD	06	KIA SEDONA	KNDMB233066		68350/68352	T226	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN06 DD			16:00 08OCT10		0.00	CASH	08OCT10
R.O. OPENED	READY	OPTIONS: ENG:3.8_Liter					
07:13 06OCT10	15:43 08OCT10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A					CHANGE OIL & FILTER, LUBE AND INSPECT FRONT SUSPENSION PARTS AND DRIVESHAFT, STEERING, HINGES, CABLES AND CONTACT POINTS		
					26860303 CASUAL LOP		
					1968WCSC4		
					1 27061 FILTER		(N/C)
					5 68055891AA OIL		(N/C)
					95260001 SPECIAL SERVICES MAINT.		(N/C)
					1968WCSC4		
					68351 LOF 5QTS 5W20 .5GALWWS INSPECTED AUTO		(N/C)

B					CUSTOMER STATES THERE IS A PULSATION, AND SQUEEK WHEN BRAKING		
					5B INSPECT FRONT & REAR BRAKES W/O ROTATION		
					1968 CPO		
					68351 I DROVE AUTO FELT PULSATION . I DROVE AUTO ON HOIST & REMOVED TIRES INSPECTED BRAKES I FOUND REAR ROTORS ARE RUSTY , I CHECK RUN OUT WITH DIAL INDICATOR FOUND BOTH FRONT ROTORS HAVE RUN OUT . RECOMMEND REPLACED F & R PADS & ROTORS .	20.00	20.00

C					FREE VISUAL INSPECTION		
					FVI FREE VISUAL INSPECTION		
					1968 CPO		
					68351 INSPECTED AUTO RECOMMEND TIRE ROTATION & WHEEL BALANCED REAR TIRES ARE STARTING TO CHOP . OIL SEEPING FROM VALVE COVER GASKETS	0.00	0.00

D**					REPLACE FRONT BRAKE PADS		
					24NC REPLACE FRONT BRAKE PADS		
					1968 CPO		
					1S7853X FRP PADS - RE PADS	70.22	70.22
					2 48880464 ROTORS - RE -	76.12	76.12
					68352 I REPLACED FRONT PADS & ROTORS . CHECK ALL LUG NUTS AFTER 50 MILES .	99.00	99.00

E**					REPLACE REAR SHOES		
					24PC REPLACE REAR SHOES		

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

199289

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DUPLICATE 3
PAGE 2

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WARBA, MN
HOME: [REDACTED]
BUS: [REDACTED]
CONT: N/A
CELL: [REDACTED]

SERVICE ADVISOR: 3017 CHRIS SEANGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GOLD	06	KIA SEDONA	KNDMB233066		68350/68352	T226	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN06 DD			16:00 08OCT10		0.00	CASH	08OCT10
R.O. OPENED	READY	OPTIONS:	ENG: 3.8 Liter				
07:13 06OCT10	15:43 08OCT10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				1968 CPO			
1	TS8322	RR PADS		12-12	45.74	45.74	45.74
2	48880463	ROTORS - RR			83.82	83.82	167.64
68352	I	REPLACED REAR PADS & ROTORS.					

F**	ELECTRONIC WHEEL BALANCE FOUR WHEELS (INCLUDES ROTATION)						
	24DC	ELECTRONIC WHEEL BALANCE FOUR WHEELS					
		(INCLUDES ROTATION)					
		1968 CPO				39.95	39.95
	AAA	AAA 5% DISCOUNT				-12.90	-12.90
		1968 CPO				21.80	-12.90
	-1	DISCOUNT PARTS				21.80	-21.80
68351	I	PERFORMED WHEEL BALANCE & ROTATION CHECK ALL LUG NUTS					
		AFTER 50 MILES .					

		ENVIRONMENTAL FEE				3.00	3.00

SIGN UP TODAY - 4 OIL CHANGES FOR \$69.00!!

8/3/06

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	245.05
PARTS AMOUNT	414.04
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.00
TOTAL CHARGES	662.09
LESS DISCOUNT	0.00
SALES TAX	28.68
PLEASE PAY THIS AMOUNT	690.77

CUSTOMER #: 3077611535

210655

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DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 40065 DANIEL LINDER

WARBA, MN
HOME: CONT:N/A
BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GOLD	06	KIA SEDONA	KNDMB233066		78458/78458	T568	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN06 DD			WAIT 04AUG11		0.00	CASH	04AUG11
R.O. OPENED	READY	OPTIONS: ENG:3.8 Liter					
09:56 04AUG11	15:53 04AUG11						

LINE	ORDER	TRCH	TYPE	HOURS	LIST	NET	TOTAL
------	-------	------	------	-------	------	-----	-------

A SERVICE CONTRACT OIL AND FILTER CHANGE. UP TO 5 QTS. OF OIL AND FILTER.

26860303 CASUAL LOP
318WCSC4

5 68055891AA *OIL-5W30
1 7861 FILTER

95260001 SPECIAL SERVICES MAINT.
318WCSC4

(N/C)
(N/C)
(N/C)

78458 PERFORM LOP

(N/C)

B ROTATE TIRES

9AC ROTATE TIRES
318 CPO

78458 ROTATE TIRES

20.00 20.00

C CUSTOMER STATES THERE IS A VIBRATION WHEN BRAKING

24NC RESURFACE FRONT ROTORS
318INTPT

(N/C)

78458 TEST DRIVE CAN FEEL VIBE IN STEERING WHEEL BRING IN INSPECT
BRAKES FOUND ALL OK BUT FRONT ROTORS WARPED SO I TURNED FRONT ROTORS AS
PER SERVICE TEST DRIVE AGAIN VIBE GONE NO OTHER PROBLEMS FOUND

D FREE VISUAL INSPECTION

FVI FREE VISUAL INSPECTION
318 CPO

78458 PERFORM INSPECTION ALL OK AT THIS TIME

0.00 0.00

E ALIGN FRONT & REAR SUSPENSION (ADD FOR SHIMS)

24FC ALIGN FRONT & REAR SUSPENSION (ADD FOR
SHIMS)
318 CPO

64.95 64.95

DISCOUNT SENIOR/COUPON LABOR
318 CPO

-20.00 -20.00

78458 PERFORM ALIGNMENT FOUND REAR ADJUSTERS RUSTED AND SEIZED TO

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: 16468

644631



NICK MAYER



INVOICE

2223 W. Camelback Road, Phoenix, AZ 85015
(602) 249-1133 · Fax (602) 242-9336
www.nickmayerhk.com

PAGE 1

WARBA, MN

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 100374 GARY TIMMONS JR

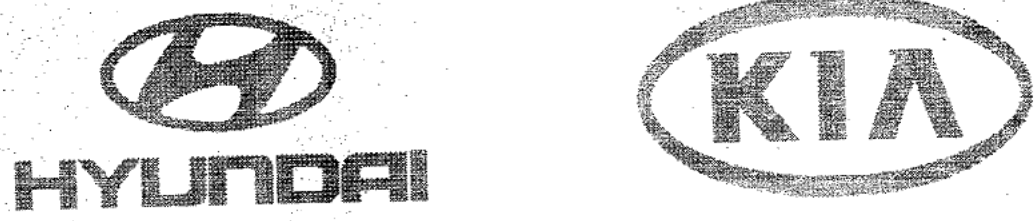
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GOLD	06	KIA SEDONA	KNDMB233066 [REDACTED]		81336/81336	T1247	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
02DEC06	DD21JAN06	02DEC2011	WAIT 13DEC11			DISCK	13DEC11
R.O. OPENED	READY	OPTIONS: DLR:MN007 ENG:3.8 Liter					
07:06	13DEC11	11:33	13DEC11				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THAT BRAKES PULSATE AND ROTORS WERE JUST MACHINED 3 MONTHS AGO, CASE#2208842, ADVISE

08 BRAKES						198.00	198.00
2 51712-4D500 DISC-FR WHEEL BRAKE					128.12	128.12	256.24
PARTS: 256.24	LABOR: 198.00	OTHER: 0.00	TOTAL LINE A:				454.24

81336 REAR BRAKE PADS HAVE SALT DAMAGE AND FROZE UP ON METAL SLIDES. WAS BRAKING WITH FRONTS. 3.00 REPLACED FRONT ROTORS, KEPT AFTERMARKET PADS AND MACHINE REAR ROTORS. **NOTE** REAR PADS ARE COMING APART FROM SALT DAMAGE. **NOTE**

CUSTOMER PAY ENVIROMENTAL FEE FOR REPAIR ORDER 3.86



SERVICE HOURS Monday - Friday 7:00 A.M. to 6:00 P.M. Saturday 8:00 A.M. to 3:00 P.M. ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION LABOR AMOUNT 198.00 PARTS AMOUNT 256.24 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 3.86 TOTAL CHARGES 458.10 LESS INSURANCE 68.14 SALES TAX 24.19	TOTALS 414.15
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	414.15

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Reward Program

**** In Progress ****

SO #: 225598
Tag #: 823

*** Service Invoice Customer Copy ***

Auth#:



Page 1
Fleet:

Customer No: 3077611535	Advisor: CHRISTOPHER	Invoice Date: 01/02/2012	Term: CASH
License No: 83371	Odometer In: 83371	Odometer Out: 83373	Delivery Date: 01/01/2006
Year: 2006	Make: KIA	Model: SEDONA	Model No:
Color: GOLD	Vehicle ID No: KNDMB233066	Selling Dealer:	SO Date: 01/02/2012
InServ Date: 01/01/2006	Location:		

Home: (000) 000-0000 Bus: (000) 000-0000
Cell: Today: (000) 000-0000
Email:

Request/Complaint	Type	CSR#	Amount
1 SST REPLACE REAR PADS (SEPERATION OF BACKING PLATES)			
24PC REPLACED REAR BRAKE PADS (NAPA WARRENTY (SPLIT LABOR IN 1/2)	CPC	3017	45.00
1 NPN TS7853X RR PADS PO1059	CRO		0.00
PARTS WARRANTY REFER RO 199289			
Technician 8113			
Cause: 83732 MILES.			
Correction: REPLACED REAR BRAKE PADS.			45.00
Request Total			45.00

Added Operation	Type	CSR#	Amount
2 2ACW SERVICE CONTRACT OIL AND FILTER CHANGE. UP TO 5 QTS. OF OIL & FILTER.			
26860303 CASUAL LOP	WCSC4	3017	
95260001 SPECIAL SERVICE MAINTENANCE	WCSC4	3017	
1 NPN 27061 FILTER PO1059	W		
5 CH-68055890AA OIL 5W20	W		
Technician 8113			
Cause: 83732 MILES.			
Correction: PERFORMED L.O.F. SERVICE.			0.00
Request Total			0.00

Added Operation	Type	CSR#	Amount
3 FVI FREE VISUAL INSPECTION			
FVI FREE VISUAL INSPECTION	CPC	3017	0.00

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