

MAY 22 2015

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 23-APR-2015	Repository ☐ Reference No. 10712412
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City OMAHA		State NE	Zip Code	Evening Telephone Number	
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 KNAFK4A60E3			Make KIA	Model FORTE	Model Year 2014
Date Purchased 12-10-13	Dealer's Name and Telephone Number HSH KIA 402-331-9100		Engine: No: Cylinders 401 48 206	Fuel Type: Unknown	
Original Owner ☐	Dealer's City OMAHA	State Nebr	Zip Code 68127		
Transmission Type Automatic	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: FIRE - SPARK 3 - FAN SWITCH 2 - RAD SIDE ASS	Incident Date(s) 06-APR-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage	Failure Speed
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make Hankook	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	☒ Original Equipment ☐ Prior Repair	Failure Location: 60th & 2nd St - Busy St.			
Tire Component Code HANKOOK	Tire Failure Type: Blow out				
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 2014 KIA FORTE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V015000 (ELECTRICAL SYSTEM) AND STATED THAT THE DEALER INDICATED THAT THE VIN WAS NOT INCLUDED IN A RECALL AND THE CONTACT HAD TO CALL ANOTHER DEALER TO SCHEDULE A RECALL REPAIR. THE DEALER DID NOT CHECK WITH THE MANUFACTURER AND DID NOT ADDRESS THE RECALL CONCERN. THE MANUFACTURER COULD NOT PROVIDE AN ESTIMATED DATE FOR WHEN THE CONTACT'S VEHICLE WOULD RECEIVE THE RECALL REPAIR. THE CONTACT HAD NOT EXPERIENCED A FAILURE.					
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.					

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

HAD PROBLEMS W/ ROADSIDE ASS, (C/O EZET 151 1-800-333-4542 - BECAUSE I HAD
TIRE PROBLEMS, DISSATISFIED W/ THEIR SERVICE I RETURNED VEHICLE TO DEALER,
CALLED KIA MOTORS LEASE DEPT 1-800-523-7020 (2) IN RECOVERY
TO LET THEM KNOW I RETURNED VEHICLE AND THAT THERE IS A RECALL ON THE
RADIATOR FAN SWITCH, THAT IT COULD POSSIBLY CATCH FIRE, SPOKE TO "URBANO"
HE TOLD ME THAT THIS VIN[#] WAS NOT ON THE RECALL, AND NOT TO WORRY ABOUT IT,
THAT HE WOULD TAKE CARE OF IT! I DO NOT TRUST THIS COMPANY,
(P.S. CAR HAD NO SPARE!) [REDACTED] 5-14-15
I WAS NOT TOLD OF IT.

SEE LIMITED WARRANTY

7HRS FOR ROADSIDE ASS!

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

OMAHA

NE 680

15 MAY '15

PM 11



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 Avenue SE.
Washington, D.C. 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 Query
U.S. Department of Transportation
National Highway Traffic Safety Administration

Limited Warranty

For Original Equipment
Passenger & Light Truck Tires
Including Temporary Tires

for North America



LIMITED WARRANTY

FOR ORIGINAL EQUIPMENT PASSENGER & LIGHT TRUCK TIRES INCLUDING TEMPORARY TIRES

1. WHAT IS COVERED AND FOR HOW LONG

NEXEN/Hankook/Kumho warrants that a tire manufactured by NEXEN/Hankook/Kumho and/or equipped originally on the vehicle is free from defects in materials and/or workmanship in normal use for the life of the original usable tread. The life of the original usable tread ends when the tire tread has been worn down with only 1.6mm (2/32nds inch) remaining, at which point the tire is considered to be fully worn out.

▲ PASSENGER AND LIGHT TRUCK TIRES

A. Free replacement

If NEXEN/Hankook/Kumho Radial Passenger & Light Truck Tires fail as a result of defect in material and/or workmanship within the first 25% of treadwear, the tire will be replaced with a new, comparable NEXEN/Hankook/Kumho Tire at no charge including mounting and balancing charges.

B. Pro-rata replacement

Tires not qualifying for free replacement will be allowed a credit toward purchase of a new, comparable NEXEN/Hankook/Kumho Tire based upon the amount of tread actually worn. The cost of mounting, balancing and any other service charges or applicable taxes should be paid by the user. Otherwise adjustment for compensation will be made on a pro-rata basis calculated by multiplying the actual current dealer selling price by the percentage of remaining usable tread depth.

▲ NEXEN/HANKOOK/KUMHO TEMPORARY TIRE

- A. A Temporary Tire weighs less and provides more trunk storage space than a conventional tire. To conserve tire tread life, temporary tire should be returned to the trunk as soon as it is convenient to have your standard tire repaired or replaced.
- B. If NEXEN/Hankook/Kumho Temporary Tire fails as a result of defect in materials and workmanship during the first 50% of usable treadwear, the tire will be replaced with a new, comparable tire at no charge including mounting and balancing charges. No adjustment will be made for tires that are worn more than 50%.

2. WHAT IS NOT COVERED BY THE WARRANTY

▲ NON ADJUSTABLE CONDITIONS

- A. Irregular wear or tire damage due to:
- Road hazards such as punctures, cuts, snags, scuffs, carcass bruised or impact breaks.
 - Fire, wreck or collision.
 - Improper inflation, overloading, high speed spinning, improper mounting or demounting, running flat, off-road use, racing, vandalism, willful damage or abuse.
 - Misalignment, wheel imbalance, defective brakes or shock absorber use of tire chains.
 - Any tire which has failed as a result of adding material (e.g. tire fillers, sealant, or balancing substances)
- B. Tires fitted to anything other than the original vehicles.
- C. Tire worn beyond treadwear indicator (2/32nds inch or 1.6mm tread remaining).
- D. Tire presented by other than the actual owner-user.
- E. Tire branded "NA" (meaning no adjustment) or "blem" (meaning blemished).
- F. Loss of time inconvenience, loss of use of the vehicle or consequential damage.

IN BOOKLET COM w/ Vehicle!

IF ANY INFORMATION (NAME, ADDRESS OR VIN) HAS CHANGED,
COMPLETE ALL ENTRIES ON THIS CARD AND MAIL IT.

I no longer own this automobile. *Return To Dealer & discontinue*
It was with services that were offered to me!

☐ SOLD (Print name and address of new owner at right, if known).

☐ EXPORTED

☐ STOLEN

☐ DESTROYED

☐ I do not own a KIA

☐ The Vehicle Identification Number on this card is
incorrect. The VIN of my KIA is

Name and address has changed (print new information below).

LAST NAME

FIRST NAME

INITIAL

ADDRESS: NUMBER

STREET

CITY

STATE

ZIP

VEHICLE
IDENTIFICATION
NUMBER

SC113

AUTO**3-DIGIT 681 30893

OMAHA, NE

SENT IN 7-20-15



Kia Motors America, Inc.
Corporate Headquarters
 111 Peters Canyon Road, Irvine, CA 92606-1790 USA



IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 15V015)

This notice applies to your vehicle: (KNAFK4A60E5 [REDACTED])

February 20, 2015

Dear Kia Forte Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014MY Kia Forte vehicles equipped with 1.8L and 2.0L engines. Our records indicate that you own or lease one of the potentially affected vehicles.

What Is The Problem?

Under certain circumstances, the cooling fan resistor can melt. If this occurs, there is a risk of potential fire.

What Will Kia Do?

Kia has advised its authorized dealers to correct the condition. Depending upon your vehicle's production date, the cooling fan resistor and/or multi-fuse unit will be replaced. If your vehicle has a 1.8 liter engine, it will also receive an update to the engine control unit software. The estimated time which will be required to repair your vehicle can range from approximately one to two hours, depending on the corrective action required. These repairs will be performed free of charge.

What Should You Do?

Please contact your Kia dealer to arrange for the repair to be conducted as soon as possible.

What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. Please mail your documentation directly to Kia for review and consideration at the following address:

Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us.

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, H & H KIA (transferor's name, Print)

state that the odometer now reads 11 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☒ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
KIA	FORTE	4DR SDN AUTO LX
VEHICLE IDENTIFICATION NUMBER		YEAR
KNAFK4A60E5 [REDACTED]		2014

X

TRANSFEROR'S SIGNATURE

H & H KIA

PRINTED NAME

4040 S 84th St

TRANSFEROR'S ADDRESS (STREET)

Omaha

CITY

NE

STATE

68127

ZIP CODE

12/10/13

DATE OF STATEMENT

X

TRANSFEEE'S SIGNATURE

[REDACTED]

[REDACTED]

[REDACTED]

TRANSFEEE'S ADDRESS (STREET)

OMAHA

CITY

NE

STATE

[REDACTED]

ZIP CODE

NEBRASKA PURCHASE CONTRACT

COMPANY OR FIRM NAME H & H KIA			BUYER [REDACTED]		
ADDRESS 4040 S 84th St Omaha, NE 68127			ADDRESS OMAHA DOUGLAS		
CITY OMAHA, NE 68127			CITY DOUGLAS		
SALESPERSON HOLMES, DAVE			HOME PHONE [REDACTED] WORK PHONE N/A		
STATE AND ZIP CODE NE [REDACTED]			S.S. # [REDACTED]		
MAKE KIA	MODEL FORTE	NEW/USED NEW	(SERIAL OR MOTOR NO.) C KNAFK4A60E5 [REDACTED]		DATE 12/10/13
YEAR 2014	COLOR BRIGHT SIL	TYPE 4DR SDN AU	MILEAGE 11	STOCK NO. [REDACTED]	APPROX. DELIVERY DATE 12/10/13
ADDITIONAL EQUIPMENT OPTIONS OR WORK TO BE DONE			CASH PRICE OF VEHICLE 17,486.09		
CASH PRICE OF VEHICLE \$ 17,330.00			TOTAL CASH DELIVERED PRICE 17,486.09		
FREIGHT			[REDACTED]		
COLOR & TRIM			[REDACTED]		
ACCESSORIES			[REDACTED]		
FACTORY REBATE:			DIFFERENCE 17,486.09		
LEASE CASH 500.00			REBATE TOTAL 500.00		
			BALANCE OWED ON TRADE N/A		
			PARTIAL PAYMENT N/A		
			CASH ON DELIVERY 245.97		
			UNPAID BALANCE N/A		
SALES TAX 16.09			CREDIT DESIRED- YES ☒ NO ☐		
ADMIN FEE 288.00			INSURANCE DESIRED- YES ☐ NO ☐		
TITLE/ LIEN FEE 17.00			(See contract conditions on reverse side)		
SERVICE CONTRACT 335.00			MAKE & YEAR N/A N/A		
			MILEAGE N/A		
SUBJECT TO BANK OR FINANCIAL INSTITUTION APPROVAL			TYPE N/A		
			MODEL N/A		
			COLOR N/A		
TOTAL PRICE 17,486.09			MAKE & YEAR N/A N/A		
			MILEAGE N/A		
			TYPE N/A		
			MODEL N/A		
			COLOR N/A		

BUYER'S CERTIFICATION

I hereby certify that:

- (1) The face and reverse sides of this contract set forth all of the terms and conditions of the contract; there are no other contracts or provisions, oral or written, supplementary or in addition to the provisions expressly set forth in this contract; AND
- (2) I have read the terms and conditions of this contract and have received a true copy thereof; AND
- (3) I guarantee that the title of my trade-in vehicle(s) is not a salvage title and the vehicle never has had a salvage title nor has my trade-in vehicle ever had a title which contained a notation of any problem or damage. I also guarantee that neither the emissions nor safety restraint system has been altered or removed. If any of this is not accurate, the selling dealer may elect to void this sale and/or elect to collect damages (including but not limited to dealer's expenses and lost profits) from me for the difference in value had my title not been salvage or indicating a previous problem or damage.
- (4) I guarantee that all safety equipment and all emission control equipment are in good working condition and if not, I will pay to repair or replace this equipment including airbags and seat belts if any are not working or missing.

Notice to Buyer: Do not sign this instrument before you read it, or, if it contains blank spaces. You are entitled to a copy of the instrument you sign. Buyer states that the amounts shown on this instrument were quoted to buyer before buyer's agreement to the sale.

CUSTOMER NOTE THAT THE VEHICLE IS BEING SOLD "AS IS" BY THE SELLING DEALER. SHOULD THE MANUFACTURER'S WARRANTY APPLY TO THIS VEHICLE, IT IS DIRECTLY OFFERED BY THE MANUFACTURER TO THE CUSTOMER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THIS VEHICLE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. THIS DISCLAIMER AS TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE DOES NOT APPLY IF A SERVICE CONTRACT IS SOLD WITHIN 90 DAYS OF THE VEHICLE'S DATE OF SALE IN WHICH THE DEALER IS LEGALLY LIABLE UNDER THE SERVICE CONTRACT.

- Notice to Buyer:
1. That the annual percentage rate (APR) for the installment sale of an automobile may be negotiated with the dealership; and
 2. That the dealership may receive some portion of the finance charge or receive other compensation for providing the financing; and
 3. That the dealership may receive compensation for other products and/or services if included in this transaction. Such products and services may include insurance products, service contracts, warranties, Gap coverage, service or transfer fees, finance charges, and other products or services in accordance with the contract.

CONTRACTUAL DISCLOSURE STATEMENT: (USED VEHICLE ONLY)

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale. The term "window form" refers only to the F.T.C. used car "Buyers Guide", if one is present, and not to any other form or sign that might be in any window.

X [REDACTED] (Buyer's Signature)

X [REDACTED] (Dealer's Signature)

ACCEPTED BY: X

(Dealer or his authorized representative)