


JUN 15 2015

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>  <b>To Report Vehicle Safety Defects</b>  <b>1-888-DASH-2-DOT</b>  <b>(1-888-327-4236)</b>  <b>INTERNET:www.nhtsa.dot.gov/hotline</b></p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>U.S. Department of Transportation</b>  <b>National Highway Traffic Safety Administration</b></p>		<p>Date Received 27-APR-2015</p>	<p>Repository <input type="checkbox"/> Reference No. 10713036</p>
<p><b>OWNER INFORMATION (Type or Print)</b></p>			
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	<p>E-mail Address</p>
<p>Address [REDACTED]</p>		<p>Evening Telephone Number</p>	
<p>City HIGH GATE CENTER</p>	<p>State VT</p>	<p>Zip Code [REDACTED]</p>	
<p><i>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).</i></p>			
<p><b>VEHICLE INFORMATION</b></p>			
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KNDMB23366[REDACTED]</p>		<p>Make KIA</p>	<p>Model SEDONA</p>
		<p>Model Year 2006</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number</p>		<p>Engine: No: Cylinders</p>
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City</p>	<p>State</p>	<p>Zip Code</p>
<p>Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 14-MAR-2015</p>
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>			
<p>Vehicle Component Code: 020000 SUSPENSION</p>		<p>Failure Mileage 116576</p>	<p>Failure Speed 45</p>
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>			
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>	<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type:</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>			
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>	
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>	
<p><b>APPLICABLE INCIDENT INFORMATION</b>  <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i></p>			
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>
		<p>Reported to Police N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b>  <b>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).</b></p>			
<p>TL* THE CONTACT OWNS A 2006 KIA SEDONA. WHILE DRIVING AT 45 MPH, THE CONTACT HEARD A NOISE COMING FROM THE FRONT DRIVER SIDE OF THE VEHICLE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT BOTH FRONT SPRINGS NEEDED TO BE REPLACED. THE VEHICLE WAS THEN TAKEN TO A DEALER WHO CONFIRMED THAT THE SPRINGS NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT WAS MADE AWARE OF NHTSA CAMPAIGN NUMBER: 13V55000 (SUSPENSION), BUT THE VIN WAS NOT INCLUDED. THE FAILURE MILEAGE WAS 116,576.</p>			
<p><b>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</b></p>			
<p><b>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.</b></p>			

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

TWO DAYS AFTER I MADE THIS COMPLAINT THE RIGHT REAR SPRING BROKE. BOTH HAD TO BE REPLACED. I HAD THIS DONE BY MY LOCAL MECHANIC. ATTACHED ARE BOTH INVOICES TOTALING \$70.50. I AM CONVINCED THE SPRINGS WERE FAULTY TO BEGIN WITH. I HAVE BEEN DRIVING OVER 55 YEARS AND ONLY HAD ONE SPRING EVERY BREAK. THAT WAS DUE TO A HUGE HOLE I HIT IN THE SPRING TIME. THANK FOR YOUR ASSISTANCE.

home phone  
cell

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

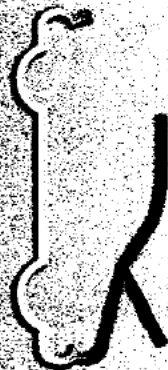
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey 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](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



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



# MOE FREEMAN'S AUTO REPAIR



Glass Replacement - Used Car Sales  
 214 Brosseau Road  
 HIGHGATE CENTER, VERMONT 05459  
 (802) 868-2543  
 Fax (802) 868-2543



CUSTOMER'S ORDER NO.	PHONE	DATE <u>4-29-15</u>
NAME <span style="background-color: black; color: black;">[REDACTED]</span>		
ADDRESS <span style="background-color: black; color: black;">[REDACTED]</span>		

06 SEDONA

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MOSE. RET'D.	PAID OUT			
QTY.		DESCRIPTION				PRICE	AMOUNT		
2		REAR SPRINGS					180 00		
		LABOR					75 00		
						TAX	10 80		
RECEIVED BY						<b>TOTAL</b>	<b>265 80</b>		

PRODUCT 610T

All claims and returned goods must be accompanied by this bill.

THANK YOU

INVOICE

Invoice #:

Tag #:



Berlin City Kia, Burlington

Over the top cars. By down to earth people.

586 Marshall Avenue P.O. Box 514 Williston, Vermont 05495  
 Ph: (802) 864-3905 Fax: (303) 928-6804 (800) 684-5779  
 www.berlincity.com bcvservice@berlincity.com

Service Advisor: 3012 Ryan A Maxwell

HIGHGATE VT

Home: [Redacted] Bus: [Redacted]

Cell: [Redacted] Email: [Redacted]

Customer: [Redacted]

COLOR	YEAR	MAKE/MODEL	VIN	GENSE	MILEAGE IN	MILEAGE OUT			
SILVER	06	KIA SEDONA	KNDMB233666		116576	116576			
DEL DATE	PROD DATE	WARR EXP	PRMISED	PG NO	RATE	PAYMENT	INV DATE	R/O OPENED	READY
21MAR15			17:00 21MAR15		99.95	CASH	21MAR15	08:25 21MAR15	10:27 21MAR15

OPTIONS: STK 7V50643 11Trim GRAY

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
PLEASE REPLACE BOTH FRONT COIL SPRINGS							
	R4		SUSPENSION				
			3569 C21				
			1 54630-4DI000QK SPRING-FR		89.60	339.83	339.83
116576			PERFORMED REPLACEMENT OF BOTH FRONT COIL SPRINGS PER CUSTOMERS REQUEST DUE TO LEFT FRONT COIL SPRING BROKEN. INSTALLED SC095 KIT PER CUSTOMERS REQUEST EVEN THOUGH VEHICLE DID NOT FALL WITHIN BUILD DATES.			89.60	89.60
*****							
B							
COURTESY MULTI-POINT INSPECTION							
	CI-VIS		COURTESY MULTI-POINT INSPECTION				
			3569 C21M			0.00	0.00
116576			ROAD TESTED AND VERIFIED VEHICLE HAS SOME CLUNKING IN SUSPENSION. PULLED BACK INTO SHOP AND FOUND SWAY BAR BUSHINGS. THE MAGORITY OF THE NOISE HEARD OVER BUMPS.				
*****							

Service Department Hours

Monday - Friday

7:30 AM - 5:00 PM

Saturday

8:00 AM - 12 noon

IT IS OUR GOAL TO PROVIDE YOU WITH 100% SATISFACTION WITH YOUR SERVICE VISIT. IF YOU ARE NOT 100% SATISFIED PLEASE CONTACT OUR PARTS AND SERVICE DIRECTOR MIKE WRIGHT AT 802-864-3905 800-684-5779 EXT. 3811

*5-28  
Relo*

*4-27-15*

*Fed agency*

*auto safety recall problem*

*888-327-4236 x3*

*Claim # 10713036*

\$ \$

**\$10.00 OFF**  
 YOUR NEXT SERVICE  
 IF SCHEDULED TODAY -  
 FOR KIA

\$ \$



EXCLUSION OF WARRANTIES: ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, BERLIN CITY KIA, BURLINGTON, HEREBY EXPRESSLY DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS; THEREFORE, WITH RESPECT TO THE SELLER, THE PRODUCT IS SOLD "AS IS" AND THE ENTIRE RISK AS TO QUALITY AND PERFORMANCE OF THE PRODUCT IS WITH THE BUYER AND/OR MANUFACTURER, AND IF THE PRODUCT PROVES DEFECTIVE AFTER PURCHASE, THE BUYER AND/OR MANUFACTURER, NOT THE SELLER, SHALL ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING OR REPAIR.

DISPOSAL OF HAZARDOUS WASTE: The State of VERMONT requires that all hazardous waste (Oil, Solvents, Antifreeze, etc.) must be disposed of by licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

LABOR AMOUNT	339.83
PARTS AMOUNT	89.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENV. PROTECTION CHARGE	0.00
TOTAL CHARGES	429.43
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	6.27
<b>TOTAL</b>	<b>435.70</b>

Customer Copy