 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects          1-888-DASH-2-DOT          (1-888-327-4236)          INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148 Date Received 05-MAY-2015 <b>JUL 15 2015</b>		Repository <input type="checkbox"/> Reference No. 10714583
<b>OWNER INFORMATION (Type or Print)</b>				
Name		Daytime Telephone Number		
Address		E-mail Address		
City	State	Zip Code	Evening Telephone Number	
ANAHEIM	CA			
<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>				
<b>VEHICLE INFORMATION</b>				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	
KNAFU4A22B5		KIA	FORTE	
Model Year		Engine:	Fuel Type:	
2011		No: Cylinders 4	1	
Date Purchased	Dealer's Name and Telephone Number		State	
7/7/2011	CAR PRO KIA OF CARSON		CA	
Original Owner	Dealer's City	Zip Code		
<input checked="" type="checkbox"/>	CARSON	90745		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	
	<input checked="" type="checkbox"/> Cruise Control		Incident Date(s)	
			20-MAR-2015	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>				
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 010000 STEERING		Failure Mileage	Failure Speed	
		100000	20mph	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>				
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:		
	<input type="checkbox"/> Prior Repair			
Tire Component Code	Tire Failure Type:			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>				
Make:	Date Manufactured:	Model No./Name:		
Seat Type:	Installation System:			
Child Seat Component Code:	Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)				
Crash	Fire	Number of Persons Injured	Number of Deaths	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	
Reported to Police		N		
<b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</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).				
TL* THE CONTACT OWNS A 2011 KIA FORTE. WHILE DRIVING AT VARIOUS SPEEDS AND MAKING A LEFT TURN, THE VEHICLE SUDDENLY DECELERATED AND CONTINUED TO DRIVE STRAIGHT ALTHOUGH THE STEERING WHEEL WAS TURNED TO THE LEFT. THE CONTACT INDICATED ONCE THE STEERING WHEEL WAS TURNED BACK TO THE RIGHT, THE STEERING WOULD OPERATE AS NORMAL. THE CONTACT INDICATED THAT THE FAILURE OCCURRED ON MULTIPLE OCCASIONS. THE VEHICLE WAS TAKEN TO THE DEALER AND TO AN INDEPENDENT MECHANIC WHO WAS UNABLE TO DUPLICATE THE FAILURE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 100,000.				
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.				

To: NHTSA

From: [REDACTED] Consumer(Kia Customer since 2011)

Date: June 17, 2015

Re: Loss of turning power and deceleration of my Kia

Dear, Randy Reid

My name is [REDACTED]. Here is a written detailed account of events surrounding the nature of my complaint. I have owned a Kia forte since 2011. Let me say, that I appreciate Kia they have come long way. Also, let me say that I have had no major problems of any kind with my Kia until now. I have only had to service my car for regular maintenance, tires, brakes, and light bulbs in the 4 years of having this car. When I purchased this car it had 11 miles on it and it was my first new car.

As of March 9, 2015 I took my car in for service at Garden Grove Kia. I asked them to check the car out thoroughly and give me a tune-up. I had just received my income taxes and was ready and able to pay for whatever needed to be done to insure my vehicle remained in good running condition. I spent \$516.00 on services that day. When it came to the changing on the spark plug I was informed by Brady the technician that they really did not need to be changed out at that time. He informed me as well as showed me (at my request to see them) that the spark plug could last a few more months. I found that interesting because my two visits prior to this day two different service representatives recommended that I get a tune-up based on the mileage on my vehicle.

Now, I do quite a bit of long distance driving. My daughter's father lives in Moreno Valley, and I have a brother in Hesperia, I go to church in Pomona quite regularly, and I have friends and relatives in the Inland Empire that I actually don't mine visiting. My car was serviced and the spark plugs were change at my request on March 9<sup>th</sup>. I felt it was best to secure new plugs while I was financially able to do so, in order to secure good running transportation. That Saturday, March 14, 2015 I drove to Pomona, to Rancho Cucamonga, Claremont, Sylmar, and back to Anaheim in one day. On, Friday the 20<sup>th</sup>, I drove to Chino for a dinner engagement. I got there early and decided to do a little shopping. I exited the freeway and turn down the wrong street for JC Penny's, I was supposed to continue up one more light and then make a right. I made a right and had to get in the left turning lane in order to make a U-turn. At the start of my U-turn there were no cars approaching and thankfully so for me and my [REDACTED] year old daughter because as I was turning the steering wheel to the left, the car was not turning to the left it was going straight in the direction of on-coming traffic and the side walk and a fence. I hurried and steered to the right and was able to cut all the way over to the right into a shopping center driveway. This was very scary and dangerous.

March 21<sup>st</sup>, 2015, was my great Uncle's funeral and I had talked to my brother who told me to check the power steering fluid. He asked me if the steering column was hard to turn and it was not. I am familiar with that from previous cars. I went to Auto Zone to purchase some power steering fluid and was not

able to do so because they do not carry it in the store. I was informed that I had to power steering fluid from the dealer. During that time the technician had check the level of power steering fluid and said it was slightly below the minimum. I immediately called Kia and spoke to Jennifer Alvarez to make an appointment to come in because we were going to leave for Las Vegas after the funeral and I had to drive to Hesperia.

We left my Uncles service early to go over to Kia of Garden Grove; I explained to them the situation and my frustration because the car is now having problems after having it serviced recently, Jennifer, introduced me to Brady after an hour of waiting, and I explained the situation. After diagnostic testing, he informed me that he could not determine that anything was wrong with the car. He asked me if the Auto Zone technician put any power steering fluid into the car. (That was strike number two for me) because I had already articulated that Auto Zone did not carry power steering fluid for Kia Fortes. He then stated that there was some in the vehicle now. At that point I was angry and did not trust the technician and asked to speak to a manager, because I had seen the level of the powering steering fluid at Auto Zone when I lifted the hood of car and the Auto Zone pointed the power steering level out to me. A manager from the front office came out to talk to me, by this time we had been there for two hours.

I informed him of the situations, he had Brady to put the car on the car back onto the diagnostics computer. They also lifted the hood to show me the power steering fluid level and now all of the sudden it was above the minimum. I expressed to the manager that I have never had any major problem with my car until now after having it serviced.

We did in fact head out for Hesperia and out where the 15 freeway and Glen Helen parkway there is construction and I missed the entrance to the 15 freeway after exiting to talk to the person who was following me to Hesperia. Because I missed the entrance I had to make a U-turn on a side road and was able to do that successfully with no problem. I did not drive to Las Vegas that day; we were meeting the driver in Hesperia.

On Saturday, May 2<sup>nd</sup>, 2015 my brother invited me out to Hesperia. After our arrival, I decided to go out and pick up dessert. My [redacted] year old niece and I headed to Marie Calendar's and on the way back there is a fork in the road where you could go either to the left or the right. I was heading towards the road leading to the right and realized and asked my niece if this was the right way. She informed me that we needed to go to the left so I veered left quickly but not abruptly and the steering column turned to the left but the car did not. The car kept straight and I had to allow it to run off the pavement into the dirt where fortunately there were no homes, buildings, and pedestrians.

On Sunday morning I headed back to Orange County and called my grandparents to get their assistance by going with me to take the car to the dealer but they recommended their mechanic. We went to Coastline Auto Service in Los Alamitos and I explained the problem. They had the car for about an hour and called and said that they were unable to duplicate the problem and they cannot find anything wrong with the car. They suggested that I call Kia Customer Service Tech line and take it back to the dealer. On Monday morning I made the call and spoke to Steve from Kia. On Tuesday, I called the

National Highway Traffic Safety Administration and filed a complaint based on the fact that Kia has a recall on their Sorrento and Sedona for Front axle fractured that causing symptoms like what I am experiencing.

On Tuesday, I also called Car pro Kia to make an appointment for Saturday to have the car look at but I was informed that because the nature of my car complaint it is preferred that I bring the car in during the week. I informed the representative that I could bring the car in on Wednesday but then I would need a way to work back in Orange County. I was told that they only shuttle up to 10 miles. I informed them that I could drop the car off that day (Tuesday) but I was told that they don't do same day appointments. Because I knew the availability of my family members for Wednesday, and that I had no one to assist me on any other days I asked to speak to manager. I was given to another service representative who I explained the severity of the matter with my car and he informed me that a service manager would give me a call back. I was concerned about the actual time frame it would take for a manager to call me back but Mr. Cruz did call immediately. I explained the nature of my complaint with the car and with the service scheduling, as well as that I had spoken with Kia Customer Service and with the NHTSA. He informed me that they could and would provide me with a rental car when I bring in the car on Wednesday and they did. On Wednesday I receive a call from Christian the service representative asking me to come in to drive the car around with the mechanic so that I could show him or explain more about what the car is doing. Although, I do not see the point because this is a random occurrence and I can't duplicate the problem I agreed to cooperate with whatever's necessary in order to help insure the safety of my vehicle.

At this point, I don't know what to do but I know that this is serious and I cannot jeopardize my life and safety and the safety on my own daughter as well as other because of the malfunctioning of this vehicle.

GARDEN GROVE KIA  
16081 GARDEN GROVE BLVD  
GARDEN GROVE, CA 92844

Garden Grove Blvd.  
Grove, CA 92844  
23-4949

**SERVICE DEPARTMENT HOURS**  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
3/09/15	
R/O Close Date	Status
3/09/15	Final
Mileage In	Mileage Out
101564	101565
Service Advisor / Tag #	

Merchant ID: 1316

Ref B: 0012

BAR# ARD00262821

**Sale**

XXXXXXXXXX

VISA

Entry Method: Swiped

Total: \$ 516.44

03/09/15 12:53:55

Inv #: [REDACTED] Appr Code: 169909

Apprvd: Online Batch#: 060413

Customer Copy

THANK YOU!

(Lemon)

S	Work Phone	JENNIFER ALVARE/147*W*
7H	Home Phone	Vehicle Identification Number
40		KNAFU4A22B5
Model	Body	Color
FORTE	4DR SDN AUTO EX	
		License Number

NO PARTS	AMOUNT
et.net	

3E, OIL & FILTER, TIRE ROTATION, CHECK AND  
FLUIDS, REPLACE AIR FILTER & CABIN  
FILTRE PRESSURES, THROTTLE BODY DECARBON,  
INSPECTION, AND CAR WASH  
ALL INCLUDE REPLACING SPARK PLUGS

PERFORMED BASIC MAJOR	
Work performed by BRADY G MOHNG (242)	135.9
Installed 28113 2H000 :FILTER-AIR CLEANER	1@13.00 13.0
Installed P8790 1F200A :CABIN AIR FILTER	1@18.00 18.0
Installed UM040 CH009 :TOP ENGINE CLEANER	1@4.75 4.7
Kit: LOF: FILTER, SEAL, OIL	18.3
Installed 21513 23001 :GASKET-OIL PLUG	Included
Installed 26300 35503 :FILTER ASSY-ENGINE	Included
Installed OIL :MOTOR OIL CHEVRON	Included
Hazardous Materials Charge	1.0
Sub Total: 190.95	

#2 - FBR: REMOVE AND REPLACE FRONT BRAKE PADS AND RESURFACE BOTH FRONT ROTORS.

MIN THICKNESS  
UPON PERFORMING BRAKE SERVICE FOUND RIGHT FRONT ROTOR DAMAGED DUE TO BRAKE PAD DAMAGING ROTOR. (METAL TO METAL)

Work performed by BRADY G MOHNG (242)	124.9
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TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the 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 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 thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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



10081 Garden Grove Blvd.  
Garden Grove, CA 92844  
(714) 823-4949

**SERVICE DEPARTMENT HOURS**  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
3/09/15	
R/O Close Date	Status
3/09/15	Final
Mileage In	Mileage Out
101564	101565
Service Advisor / Tag #	
JENNIFER ALVARE/147*W*	

BAR# ARD00262821

[REDACTED]			Work Phone	[REDACTED]	
SEAL BEACH, CA			Home Phone	[REDACTED]	
Year	Make	Model	Body	Color	License Number
2011	KIA	FORTE	4DR SDN AUTO EX		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>Email: [REDACTED]</p> <p>#1 - BASICMAJOR: LUBE, OIL &amp; FILTER, TIRE ROTATION, CHECK AND TOPOFF FLUIDS, REPLACE AIR FILTER &amp; CABIN FILTER, SETTIRE PRESSURES, THROTTLE BODY DECARBON, MULTI POINTINSPECTION, AND CAR WASH ONE TIME GOODWILL INCLUDE REPLACING SPARK PLUGS (LABOR)</p> <p>PERFORMED BASIC MAJOR Work performed by BRADY G MOHNG (242) 135.90 Installed 28113 2H000 :FILTER-AIR CLEANER 1@13.00 13.00 Installed P8790 1F200A :CABIN AIR FILTER 1@18.00 18.00 Installed UM040 CH009 :TOP ENGINE CLEANER 1@4.75 4.75 Kit: LOF: FILTER, SEAL, OIL 18.30 Installed 21513 23001 :GASKET-OIL PLUG Included Installed 26300 35503 :FILTER ASSY-ENGINE Included Installed OIL :MOTOR OIL CHEVRON Included Hazardous Materials Charge 1.00 Sub Total: 190.95</p> <hr/> <p>#2 - FBR: REMOVE AND REPLACE FRONT BRAKE PADS AND RESURFACE BOTH FRONT ROTORS.</p> <p>MIN THICKNESS UPON PERFORMING BRAKE SERVICE FOUND RIGHT FRONT ROTOR DAMAGED DUE TO BRAKE PAD DAMAGING ROTOR. (METAL TO METAL) Work performed by BRADY G MOHNG (242) 124.9!</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the 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 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 thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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



10081 Garden Grove Blvd.  
 Garden Grove, CA 92844  
 (714) 823-4949

**SERVICE DEPARTMENT HOURS**  
 7:30 a.m. to 6:00 p.m.  
 Monday - Friday  
 8:00 a.m. to 4:00 p.m. Saturday

BAR# ARD00282821

R/O Open Date	R/O Number				
3/09/15					
R/O Close Date	Status				
3/09/15	Final				
Mileage In	Mileage Out				
101564	101565				
Service Advisor / Tag #					
JENNIFER ALVARE/147*W*					
Vehicle Identification Number					
KNAFU4A22B5					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2011	KIA	FORTE	4DR SDN AUTO EX		

SEAL BEACH, CA		Work Phone
		Home Phone

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Installed 58101 1MA21 :PAD KIT-FR DISC BRAK	1@65.00 65.00
Installed 980752RGS :BRAKE ROTOR	1@50.00 50.00
REPLACED THE FRONT BRAKE PADS AND MACHINES THE FRONT BRAKE ROTORS	
Sub Total: 239.95	
-----	
#3 - AIR: INSPECT TIRE PRESSURE IN/OUTIN LF RF OUT LF RF LR RR LR RR	
SERVICE INSPECTION Work performed by BRADY G MOHNG (242) SET TIRE PRESSURES TO 32 PSI. TIRE PRESSURE WAS AT 28 PSI. Sub Total: .00	
-----	
#4 - MPI: FREE KIA MULTI-POINT INSPECTION. INSPECT WIPERBLADES, CHECK TIRES/MEASURE TIRE TREAD DEPTH, EXTERIOR VEHICLE INSPECTION, INSPECT BRAKES, BELTS, HOSES, FILTERS AND TOP OFF ALL FLUIDS...	
***FREE*** MULTIPPOINT VEHICLE INSPECTION Work performed by BRADY G MOHNG (242) FRONT TIRES 4 /32 REAR TIRE 7 /32 FRONT BRAKES 3/0 MM VISUAL REAR BRAKES 5/5MM VISUAL Sub Total: .00	
-----	
#5 * Customer Reports:	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the 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 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 thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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

X



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 Garden Grove, CA 92844  
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**SERVICE DEPARTMENT HOURS**  
 7:30 a.m. to 6:00 p.m.  
 Monday - Friday  
 8:00 a.m. to 4:00 p.m. Saturday

BAR# ARD00262821

R/O Open Date	3/09/15	R/O Close Date	3/09/15
Status	Final	Mileage In	101564
Mileage Out	101565	Service Advisor / Tag #	JENNIFER ALVARE/147*W*
Vehicle Identification Number	KNAFU4A22B5		
Delivery Date		In-Service Date	
Color		License Number	

SEAL BEACH, CA		Work Phone	
		Home Phone	
Year	Make	Model	Body
2011	KIA	FORTE	4DR SDN AUTO EX

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<b>SPARK PLUG REPLACEMENT. (GOODWILL LABOR)</b> Work performed by BRADY G MOHNG (242) Installed 18845 11160 :PLUG ASSY-SPARK REPLACED SPARK PLUGS Sub Total: 66.68 ***** * Kia may send you a survey regarding your visit toOur * * service Dept.If for any reason you were not "Completely* * Satisfied" Please contact our Service Manager Steve * * Quintero @714-823-4949 Thank you. * *****	4@16.67 66.68

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# KIA MULTIPoint INSPECTION



Customer Name \_\_\_\_\_ Date 2  
 VIN \_\_\_\_\_ Year/Model forte Mileage 101514  
 RO/Tag# \_\_\_\_\_ License \_\_\_\_\_ Phone \_\_\_\_\_

## WIPER BLADES

OK  
 SOON  
 NEED

## CHECK TIRES/MEASURE TIRE TREAD DEPTH

LF 4 32"  
 RR 4 32"  
 LR 7 32"  
 RR 7 32"

Size: \_\_\_\_\_ Brand: \_\_\_\_\_

OK  
 SOON  
 NEED

Tire Pressure Set to Factory Recommendation

## EXTERIOR VEHICLE INSPECTION

Please note any scratches, dents or dings on the diagram above

## MAINTENANCE INTERVAL

OK

MILE SERVICE

## INSPECT EACH SERVICE

INSPECT EACH SERVICE		COMMENTS
<input checked="" type="checkbox"/>	Automatic transmission fluid level/condition	
<input checked="" type="checkbox"/>	Brake fluid level/condition	
<input checked="" type="checkbox"/>	Coolant recovery reservoir fluid level/condition	
<input checked="" type="checkbox"/>	Power steering fluid level/condition	
<input checked="" type="checkbox"/>	Transmission system level/condition	
<input checked="" type="checkbox"/>	Window washer fluid level	
<input checked="" type="checkbox"/>	Battery performance & terminals	
<input checked="" type="checkbox"/>	Brake lines/hoses/parking brake	
<input checked="" type="checkbox"/>	Clutch operation (if equipped)	
<input checked="" type="checkbox"/>	Drive axle boots (CV, if equipped)	
<input checked="" type="checkbox"/>	Cooling system & hoses for visible leaks and damage	
<input checked="" type="checkbox"/>	Drive belt(s)	
<input checked="" type="checkbox"/>	Exhaust system (loose parts, visible damage, leaks)	
<input checked="" type="checkbox"/>	Oil and/or fluid leaks (Specify)	
<input checked="" type="checkbox"/>	Operation of horn, interior and exterior lights	
<input checked="" type="checkbox"/>	Front brake remaining <u>3</u> mm Lt. <u>0</u> mm Rt.	
<input checked="" type="checkbox"/>	Rear brake remaining <u>5</u> mm Lt. <u>5</u> mm Rt.	
<input checked="" type="checkbox"/>	Windshield for cracks, chips and pitting	
<input checked="" type="checkbox"/>	Windshield washer spray or wiper operation	
<input checked="" type="checkbox"/>	Steering, steering linkages/wheel end play/bearings	
<input checked="" type="checkbox"/>	Suspension (damage/leaks/struts for bounce/shocks)	
<input checked="" type="checkbox"/>	Other:	

Notes:

## RECOMMENDED ADDITIONAL SERVICES

<input type="checkbox"/> Air Filter	<input type="checkbox"/> Tire Repair	<input type="checkbox"/> Coolant Change	<input type="checkbox"/> Engine Oil Change	<input type="checkbox"/> Cabin Air Filter
<input type="checkbox"/> Brakes (Specify)	<input type="checkbox"/> Wheel Alignment	<input type="checkbox"/> Fuel Filter Change	<input type="checkbox"/> Timing Belt	<input type="checkbox"/> Rear Differential Fluid Change
<input type="checkbox"/> Rotate Tires	<input type="checkbox"/> Transmission Fluid Change	<input type="checkbox"/> Other: _____		

- GREEN - INSPECTION RESULT - OK
- RED - REQUIRES IMMEDIATE ATTENTION

Customer Signature \_\_\_\_\_



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 Garden Grove, CA 92844  
 (714) 823-4949

**SERVICE DEPARTMENT HOURS**  
 7:30 a.m. to 6:00 p.m.  
 Monday - Friday  
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
3/21/15	
R/O Close Date	Status
3/21/15	Final
Mileage In	Mileage Out
102617	102618
Service Advisor / Tag #	
JENNIFER ALVARE/794*W*	

BAR# ARD00262821

SEAL BEACH, CA		Work Phone	Vehicle Identification Number
		Home Phone	KNAFU4A22B5
Year	Make	Model	Body
2011	KIA	FORTE	4DR SDN AUTO EX
		Color	License Number
		Delivery Date	In-Service Date

**DESCRIPTION OF SERVICE AND PARTS** **AMOUNT**

#1 - Customer Reports:  
 CUSTOMER STATES WHEN TURNING STEERING WHEEL IT HAP  
 PENED TWICE VEHICLE STALLED PLEASE CHECK AND ADVIS  
 E

TEST DROVE VEHICLE FOUR MILES AND COULD NOT DUPLIC  
 ATE. SCANNED ALL SYSTEMS. NO DTCS PRESENT. TESTED  
 BATTERY. BATTERY IS OK.  
 LIFTED VEHICLE UP AND PERFORMED STERRING/SUSPENSIO  
 N INSPECTION. NO LEAKS FROM POWER STEERING SYSTEM.  
 FOUND ONLY SLIGHT VIBRATION FROM WORN MOTOR MOUNT  
 S. BUT CANT DUPLICATE TURNING ISSUE.

Work performed by BRADY G MOHNG (242)  
 Sub Total: .00

#2 - AIR: INSPECT TIRE PRESSURE IN/OUTIN LF RF OUT  
 LF RF LR RR LR RR

SERVICE INSPECTION  
 Work performed by BRADY G MOHNG (242)  
 SET TIRE PRESSURES TO 32 PSI.  
 TIRE PRESSURE WAS AT 32 PSI.  
 Sub Total: .00

\*\*\*\*\*  
 \* Kia may send you a survey regarding your visit toOur \*  
 \* service Dept.If for any reason you were not "Completely\*  
 \* Satisfied" Please contact our Service Manager Steve \*  
 \* Quintero @714-823-4949 Thank you. \*  
 \*\*\*\*\*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the 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 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 thereto.\*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



VIN	KNAFU4A22B5		
Maker	Kia Motor Company	Vehicle	FORTE/FORTE KOUP(TD)
Model Year	2011	Engine Type	G 2.0 DOHC
System	Engine/Engine Control(ULEV)	Date Time	03/21/2015 14:22:10
Software Version	N-K-01-14-0025	Content Version	N-K-01-14-0025
ECU Upgrade Version	N-K-01-14-0025	VCI Version	2.16
Dealer	ca245	Name	brady
Tel.		e-mail	
Address			

Fault Code Searching

State: Completed

System	Code	Description	State
AT - Automatic Transaxle		No Error Code Found.	
ESC - Electronic Stabilit...		No Error Code Found.	
AIRBAG - Airbag(Event ...		No Error Code Found.	
AIRBAG - Airbag(Event ...		No Error Code Found.	
AIRBAG - Weight Classif...		No Error Code Found.	
AIRCON - Air Conditioner		Communication Fail / Check whether system is install...	
EPS - Power Steering		Communication Fail / Check whether system is install...	
TPMS - Tire Pressure M...		No Error Code Found.	
IMMO - Immobilizer		-- DTC is not supported for this system. --	
SMK - Power Distributio...		Communication Fail / Check whether system is install...	
SMK - Smart Key Unit		Communication Fail / Check whether system is install...	
SMK - Smart Key Code ...		-- DTC is not supported for this system. --	
BCM - Body Control Mo...		-- DTC is not supported for this system. --	
CODE - Transmitter Cod...		-- DTC is not supported for this system. --	

Selected System :

Retry Code Searching      All Erase

Print      Close

Internet Update

# M & N COASTLINE AUTO & TIRE SVC

OWNED AND OPERATED BY A PROUD GOODYEAR INDEPENDENT DEALER  
 11121 LOS ALAMITOS BLVD  
 LOS ALAMITOS, CA 90720  
 (562)430-7559, BAR REG# ARD227246, I.D. CAL000270677  
 WWW.COASTLINEAUTOCARE.COM

## INVOICE

05/03/15 05/03/15  
 11:50 AM 02:03 PM  
 TERR: 5144  
 NONSIG: 171165

PAGE: 01

BILL TO: [REDACTED]  
 ANAHEIM, CA [REDACTED]

PHONE 1..... [REDACTED] EXT.  
 PHONE 2.....  
 DATE REQUESTED 05/03/15  
 TIME REQUESTED  
 RETURN PARTS.. NO  
 SALESMAN..... 010 / 010  
 PRIOR INVOICE. NEW CUSTOMER

VEH YEAR/MAKE. 11 KIA  
 VEHICLE MODEL. FORTE EX  
 VEHICLE COLOR. SILVER  
 LICENSE/STATE. [REDACTED] / CA  
 ODOMETR IN/OUT 105996 / 105996  
 VEHICLE ID #.. KNAFU4A22B5 [REDACTED]

ACCOUNT # COB TC CUST# TYPE/STATE  
 [REDACTED] 2 01 [REDACTED] 0 CA

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
110	054	047-100 047-100-000-0	R	1	DIAGNOSIS TIME	.00	.00	.00
110	054	047-000	R	1	CHECK STEERING & ADVISE	.00	.00	.00
110	054	047-000	R	1	CUSTOMER STATES THAT WHEN TURNING LEFT THE	.00	.00	.00
110	054	047-000	R	1	VEHICLE KEPT GOING STRAIGHT.	.00	.00	.00
110	054	047-000	R	1	THIS HAPPENED 4 TIMES.	.00	.00	.00
110	054	047-000	R	1	COULD NOT DUPLICATE PROBLEM	.00	.00	.00
110	054	047-000	R	1	STEERING COLUMN AND GEAR SEEM FINE	.00	.00	.00

Do not check and inflate my vehicle's tires and adjust to the recommended tire pressure rating with air or nitrogen.  
 I have performed (already had performed) a tire pressure check on this vehicle's tires within the last 30 days.  
 I will perform (or will have performed) a tire pressure check on this vehicle's tires within the next 7 days.

PARTS TOTAL..... .00  
 LABOR TOTAL..... .00  
 SUB TOTAL..... .00  
 SALES TAX..... .00

CUSTOMER AUTHORIZATION FOR TOTAL

INVOICE TAXABLE AMOUNT TOTAL .00 \$ .00

ISSUE REASON.. NC

SEE REVERSE SIDE FOR IMPORTANT SAFETY  
 WARNING AND WARRANTY INFORMATION

# RENTAL AGREEMENT



21243 South Avalon Blvd. • Carson, CA 90745  
Ph 310.816.9800 • Fax 310.847.1391

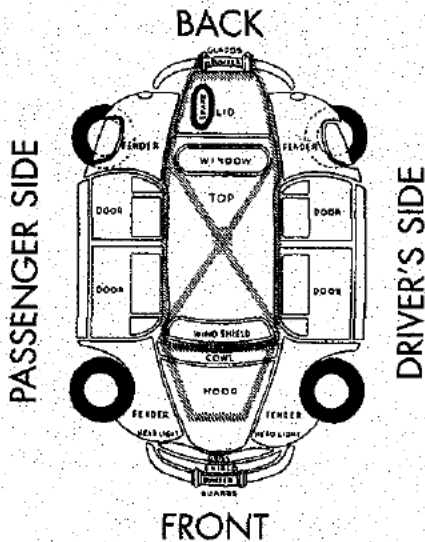
## We need your help.

Someone is waiting for your service car.

Because we have a limited number of service cars available, you can be helpful to us too. Our agreement with you provides a time when we expect to complete work on your car, when we would like to have our loan car back so that someone else can enjoy it.

CUSTOMER NAME		SVC. ADV.		LICENSE NO.	
HOME ADDRESS		VERIFIED		MODEL	
CITY		STATE		ZIP CODE	
DRIVER'S LICENSE NO.		STATE		EXP. DATE	
INSURANCE CARRIER		MILES DRIVEN		DATE DUE EXPIRATION OF CONTRACT	
CREDIT CARD NO.		DISC <input type="checkbox"/> VISA <input checked="" type="checkbox"/> M/C <input type="checkbox"/>		EXP. DATE	

RENTAL RATES DO NOT INCLUDE FUEL		CHARGES
DAYS @ \$		
	TAX	
	SUB TOTAL	
FUEL CHARGE		
<b>BALANCE DUE</b>		



INT.	FOR GAS
OUT	IN
E	E
¼	¼
½	½
¾	¾
	F

- Please initial the following:
- No individual under the age of 21 will operate this vehicle.
  - No pets in rental vehicles. (May be assessed \$80.00 cleaning fee.)
  - Charges will be incurred if vehicle is not returned within 24 hours of being notified that repairs are complete on your vehicle (\$30.00/day).
  - Rental rates do not include fuel. Customer to furnish gas, or a service fee plus fuel will be charged, up to \$35.00.
  - You are responsible for all traffic violations, parking tickets, and must turn in a summons upon check-in. Report all accidents immediately.
  - Please, no smoking in your rental car. (May be assessed \$130.00 deodorizing fee).

**NOTE: DRIVE SAFELY!**  
Car Pros Kia does not provide any insurance coverage!  
I understand that no insurance covering bodily injury or property damage is provided and I further agree, at my cost and expense, to defend and save you harmless on account of any and all suits or demands brought or asserted by reason of injuries to any person or property whatsoever caused by the use or operation of said motor car while in my possession, and to pay all judgments, liens or other encumbrances that may be levied against you or the said motor car on account of the use thereof.  
I also understand that I should notify my insurance company of this usage and make proper insurance provisions for substitute vehicle use.

Customer Initial Damage Before:   
Rental Clerk Initial Damage: O.K. after:

### In consideration of your lending this vehicle to me, I promise and agree:

- To reimburse you and/or your insurance carrier, if any, for any loss which you and/or your insurance carrier may sustain as a result of your lending this vehicle to me, "loss", as used herein, includes, but is not limited to, any legal liability or other detrimental obligation incurred by you.
- And hereby release you from any claim I might have against you (including claims for injury to or death of persons or property damage) arising out of any alleged or actual defects in the vehicle or any other cause whatsoever, including negligence, or in any manner growing out of any use or possession of the vehicle while it is on loan to me.
- To use the vehicle in conformity with all applicable laws, regulations, and ordinances. I hereby represent that I am licensed to operate this type of vehicle.
- To report to you as soon as possible, or in any event within 12 hours, any accident involving the vehicle and to furnish you a complete and true report thereof in writing.
- Not to allow or cause the vehicle to be loaned or operated by any person other than myself and not to operate or transport the vehicle beyond a radius of fifty miles from your place of business.
- Not to authorize or incur expenses or obligation of any nature for the repair of the vehicle. I shall bear the expense of all gas, oil, and other maintenance and operating costs used or required by the vehicle from the date until I return it to you.

**I have read and fully understand this agreement with Car Pros Kia.**  
**Not to leave the state**  
X \_\_\_\_\_

**In consideration of your lending this vehicle to me, Car Pros Kia loans this vehicle according to the above listed terms.**

Rental Clerk Initials \_\_\_\_\_



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

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's 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 drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. 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 vehicles 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 a 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.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ

