


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline <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		FOR AGENCY USE ONLY 100148 Date Received 28-JAN-2016 APR 01 2016		Repository <input type="checkbox"/> Reference No. 10822754	
<b>OWNER INFORMATION (Type or Print)</b>							
Name		Address		City		State	
[REDACTED]		[REDACTED]		ARABI		GA.	
Zip Code		Daytime Telephone Number		Evening Telephone Number		E-mail Address	
[REDACTED]		[REDACTED]		[REDACTED]		[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).							
<b>VEHICLE INFORMATION</b>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	Model Year
KNAFK4A62F5 [REDACTED]				KIA		FORTE	2015
Date Purchased		Dealer's Name and Telephone Number			Engine:		Fuel Type:
3-12-2015		JEFF SMITH AUTO, 928-988-8444			No: Cylinders		GAS
Original Owner		Dealer's City		State	Zip Code	4	GAS
[REDACTED]		PERRY		GA.	31069	4	GAS
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:	
AUTO		<input type="checkbox"/> Cruise Control				Incident Date(s)	
						15-APR-2015	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>							
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 100000 POWER TRAIN						Failure Mileage	Failure Speed
						5000	N/A
<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 <input type="checkbox"/> Prior Repair		Failure Location:			
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	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		None		None	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 2015 KIA FORTE. AFTER THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC DUE TO A CRASH, THE TECHNICIAN STATED THAT THE TRANSMISSION CASE WAS DAMAGED AND STARTED TO CORRODE. THE TECHNICIAN STATED THAT THE TRANSMISSION NEEDED TO BE REPLACED. IN ADDITION, THE CONTACT NOTED THAT THE DAMAGE AND CORROSION WAS PRESENT PRIOR TO THE CRASH. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 5,000.							
THE DEALER OR MANUFACTURER <del>WOULD</del> <sup>NOT</sup> REPAIR OR REPLACE VEHICLE DUE TO NO EVIDENCE THAT THEY CAUSED THE DAMAGE, I'M STUCK.							
HERE IS THE PHOTO OF TRANSMISSION DAMAGE AND A PHOTO OF CRASH THAT COULD NOT CAUSE THIS DAMAGE TO THE TRANSMISSION.							
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.							

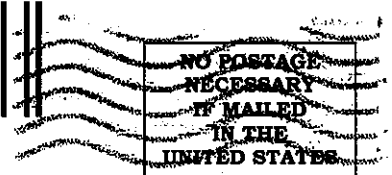
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THIS DAMAGE WAS DONE TO THE TRANSMISSION BEFORE I PURCHASED THE VEHICLE AND WAS SOLD TO ME AS IS, THIS IS A SAFETY HAZARD TO ME BUT I HAVE NO CHOICE BUT TO DRIVE THE CAR, AS THIS IS MY ONLY MEANS OF TRANSPORTATION.

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

TALLAHASSEE FL 323  
29 FEB 2016 PM 2



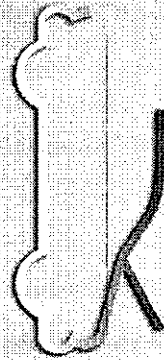
**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
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





**CHRYSLER - DODGE - JEEP - KIA**  
 100 IFFIE ROAD  
 PERRY, GEORGIA 31069  
 478-988-8444



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR GARY WOOD	535	TAG NO. 4160	INVOICE DATE 06/11/15	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 412	COLOR SILVER/	[REDACTED]
ARABI, GA [REDACTED]	YEAR / MAKE / MODEL 15/KIA/FORTE/FORTE LX		DELIVERY DATE 03/19/15	DELIVERY MILES 96	
NONE	VEHICLE I.D. NO. K N A F K 4 A 6 2 F [REDACTED]		SELLING DEALER NO. 100	PRODUCTION DATE	
[REDACTED]	F. T. E. NO.	P. O. NO.	R. O. DATE 06/11/15		
[REDACTED]	COMMENTS				MO: 412

<b>LABOR &amp; PARTS</b>			
J# 1 00CH27PT	MULTI POINT INSPECT	TECH(S):105	0.00
	PERFORM MULTI POINT INSPECTION		
	PERFORMED MULTI POINT INSPECTION		
		JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 11CHZ08	ENGINE MOUNTS	TECH(S):105	0.00
	CUSTOMER STATES THERE IS DAMAGE UNDERNEATH THE VEHICLE:		
	FOUND PHYSICAL DAMAGE UNDERNEATH VEHICLE.FOUND SUB-FRAME		
	DAMAGED.TRANSMISSION DAMAGED AND UNDER CARRIAGE DAMAM:ED		
	FOUND THAT VEHICLE WAS A DEALER TRADE AND RESEARCHING		
	WHO WE GOT IT FROM.		
	ADVISED CUSTOMER THAT IS NOT WARRANTY AND GAVE A ESTI:MATE		
	OF \$11,785.31 TO FIX.		
		JOB # 2 TOTAL LABOR & PARTS	0.00
<b>TOTALS</b>			
*****		TOTAL LABOR....	0.00
* [ ] CASH [ ] CHECK CK NO. [ ] *		TOTAL PARTS....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *		TOTAL SUBLET...	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] A/R *		TOTAL G.O.G....	0.00
* DATE PAID [ / / ] CASHIER INITIALS [ ] *		TOTAL MISC CHG.	0.00
*****		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
THANK YOU FOR YOUR BUSINESS!		<b>TOTAL INVOICE \$</b>	<b>0.00</b>

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

**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.

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE \_\_\_\_\_

# JERRY'S AUTOBODY COLLISION REPAIR INC.

1159 HWY 280 WEST, CORDELE, GA 31015

Phone: (229) 273-4111, Fax: (229) 276-0360

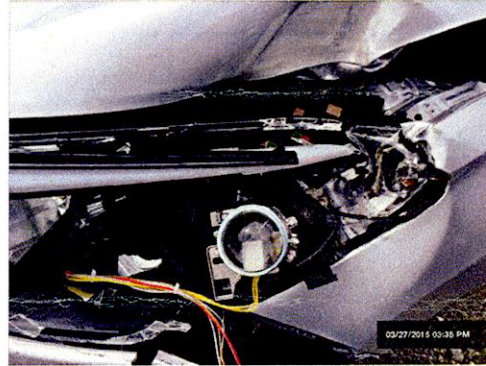
## Image Report

Owner: [REDACTED] Insurance: SAFEWAY Estimator: CLINT FERGUSON Vehicle Out:  
Job Number: [REDACTED] Claim Number: [REDACTED]

Year: 2015 Color: License Plate: [REDACTED] Production Date:  
Make: KIA Body Style: 4D SED State: GA Mileage In: 297  
Model: FORTE LX Engine: 4-1.8L-FI VIN: KNAFK4A62F5 [REDACTED] Condition:



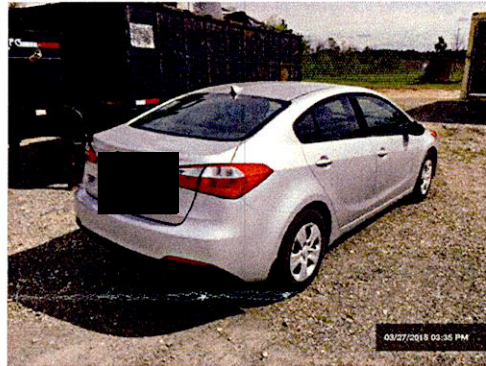
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Comments:



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Comments:



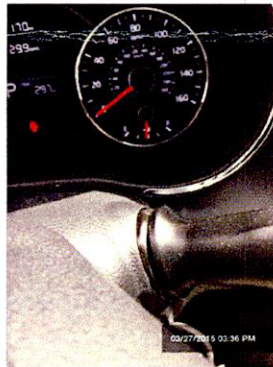
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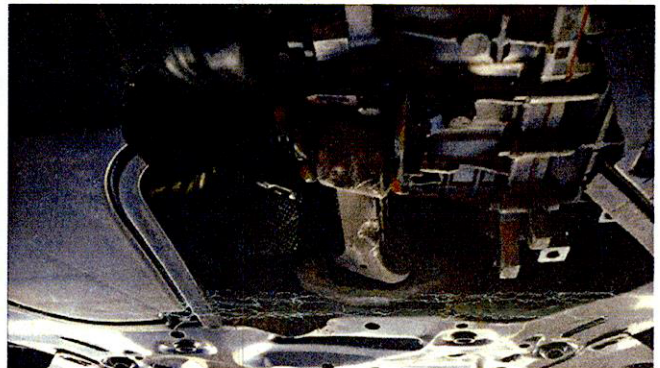
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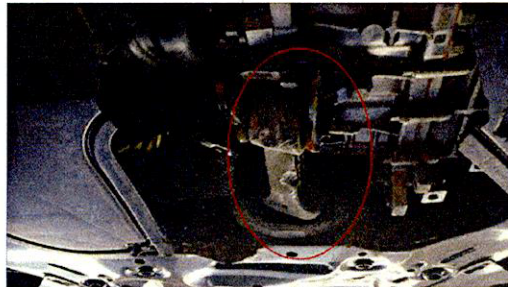
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