

Fwd: Thanks for Letting Us Know About Your Vehicle

1/25/18



Thu 1/25/2018 1:45 PM

To: The UPS Store #1146 <store1146@theupsstore.com>;

Sent from my iPhone

Begin forwarded message:

From: "U.S. DOT National Highway Traffic Safety Administration" <donotreplyvock@dot.gov>
Date: January 10, 2018 at 12:06:47 AM MST
To: [Redacted]
Subject: Thanks for Letting Us Know About Your Vehicle

To Whom It May Concern:
When I filed this complaint I did not know how to attach these photos of damaged vehicle and injured foot from attempting to engage brakes. I was instructed via phone by your office to send photos by mail.
Thank you.

P.S. I do not have copy of my complaint on hand.

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is **11061563**. Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at www.SaferCar.gov with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. Sign up to receive recall email alerts from NHTSA if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST (Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

Owner:	[REDACTED]	Insurance:	CUSTOMER PAY	Estimator:	Ste
RO Number:	[REDACTED]	Claim Number:			
Year:	2011	Color:	GRAY	License Plate:	[REDACTED]
Make:	KIA	Body Style:	4D UTV	State:	CO
Model:	SPORTAGE 4X4 EX	Engine:	4-2.4L-FI	VIN:	KN



12/19/2017 E01
Comments:



12/19/2017 E01
Comments:



12/19/2017 E01
Comments:



12/19/2017 E01
Comments:



4D UTV	State:	CO	Mileage (M):	44,704
4-2.4L-FI	VIN:	KNDPCCA22B7 [REDACTED]	Condition:	



12/19/2017 E01
Comments:



12/19/2017 E01
Comments:



12/19/2017 E01
Comments:

Name	Qty	First	Last
4x6	20	[REDACTED]	[REDACTED]

Thu Jan 25, 2018 12:42 PM Order#



Make:	KIA	Body Style:
Model:	SPORTAGE 4X4 EX	Engine:



Sent from my iPhone

12/19/2017 E01
Comments:

CUSTOMER PAY	Estimator: Steve Calu	Vehicle Out:
GRAY	License Plate: [REDACTED]	Production Date: 4/2011
4D UTV	State: CO	Mileage In: 44,401
4-2.4L-FI	VIN: KNDPCCA22B7 [REDACTED]	Condition:



12/19/2017 E01
Comments:



12/19/2017 E01
Comments:



Owner:	[REDACTED]	Insurance:	CUSTOMER PAY	Estimator:	S
RO Number:	[REDACTED]	Claim Number:			
Year:	2011	Color:	GRAY	License Plate:	[REDACTED]
Make:	KIA	Body Style:	4D UTV	State:	C
Model:	SPORTAGE 4X4 EX	Engine:	4-2.4L-FI	VIN:	K



12/19/2017 E01
Comments:



12/19/2017 E0
Comments:



12/19/2017 E01
Comments:



12/19/2017 E0
Comments:





12/19/2017 E01
Comments:



12/19/2017 E01
Comments:



12/19/2017 E01
Comments:

RO Number:	[REDACTED]	Claim Number:	[REDACTED]
Year:	2011	Color:	GRAY
Make:	KIA	Body Style:	4D UTV
Model:	SPORTAGE 4X4 EX	Engine:	4-2.4L-FI
		License Plate:	[REDACTED]
		State:	CC
		VIN:	KN



12/19/2017 E01
Comments:



12/19/2017 E01
Comments:



12/19/2017 E01
Comments:



12/19/2017 E01
Comments:



From: _____

Photo Document Mailer

THE UPS STORE #1146
3107 WEST COLORADO
COLORADO SPRING CO

1 LBS 1 OF 1
SHP WT: 1 LBS
DATE: 25 JAN 2018

SHIP OFFICE OF DEFECTS INVS NOVS-210
TO: US DOT
WEST BUILDING
1200 NEW JERSEY AVE SE

WASHINGTON DC 20590-0001

To: _____

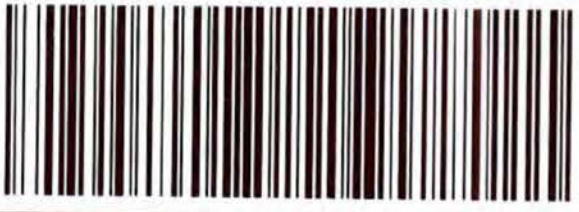


MD 201 9-48



UPS GROUND

TRACKING #: 1Z 3AE 979 42 2008 1025



BILLING: P/P
SIGNATURE REQUIRED

11061563



Delivery Confirmation

**SIGNATURE
REQUIRED**

ISH 13.00N 22P 450 96.5U 01/2018



SEE NOTICE ON REVERSE regarding UPS forms, and notice of limitation of liability. Where allowed by law, shipper authorizes UPS to act as forwarding agent for export control and customs purposes. If exported from the US, shipper certifies that the commodities, technology or software were exported from the US in accordance with the Export Administration Regulations. Deviation contrary to law is prohibited. RFD 012 1117

The UPS Store™



Do not