

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

of Transportation National Highway Traffic Safety Administration		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 Repository <input type="checkbox"/> 12-JUL-2021 Reference No. 11424436	
OWNER INFORMATION (Type or Print)					
Name		Residence Telephone Number		E-mail Address	
Address					
City		State		ZIP Code	
BASKING RIDGE		NJ			
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		MAKE		Model	
KNAFT4A26C5		KIA		FORTE	
Model Year		2012		Fuel Type:	
Date Purchased: 04/05/2016 Dealer's Name and Telephone Number: FOREIGN AUTO IMPORTS (973) 622 2882 Dealer's City, State, ZIP Code: IRVINGTON, NJ NJ 07031		Engine: No. Cylinders			
Transmission Type		Powertrain		Incident Date(s)	
<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control				12-JUL-2021	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 060000 ENGINE (PWS)				Failure Mileage	
				112903.0	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM1 9ABC036)		<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair		Failure Location:	
Tire Component Code		Tire Failure Type:			
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), injury(ies))					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured	
				Number of Deaths	
				Reported to Police	
				N	
Narrative Description of Incident(s), Crash(es), 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(s) available)). MECHANIC PATRICK (908) 753-1610 / 908531 0549					
The contact owns a 2012 Kia Forte. The contact stated that the vehicle failed to start. Upon investigation, the contact associated the failure with NHTSA Campaign Number: 20V750000 (Engine) however, the vin was not included. The manufacturer was not informed of the failure. The failure mileage was approximately 112,903.					
I BROUGHT MY CAR TO MY MECHANIC, HE SAID THE ENGINE WAS GONE. IMMEDIATELY I WENT TO THE NEAREST KIA DEALERSHIP TO ASK FOR THE MANUFACTURER MALFUNCTION ON THESE ENGINES THAT CREATES OIL LEAKS, THEY JUST GAVE ME 3 COPIES THAT I AM SENDING NOW BUT NO SOLUTIONS AT ALL. I CALLED THE MAIN PHONE NUMBER FOR KIA MANUFACTURER BUT THEY NEVER ANSWERED AT ALL. PLEASE I SEEK A WARRANTY REPLACEMENT OF MY ENGINE AND UNSEQUENTIAL DAMAGES ON OTHER PARTS DUE TO MALFUNCTION BECAUSE KIA SHOULD HONOR.					
(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 actions.					

4431 William Penn Hwy, Suite 1
Murrysville, PA 15668
888-335-6838
carsprotectionplus.com



- 3 Months/Unlimited Miles
- 6 Months/7,500 Miles
- 12 Months/15,000 Miles
- 24 Months/30,000 Miles
- 36 Months/45,000 Miles
- 48 Months/55,000 Miles

VALUE LIMITED SERVICE CONTRACT

Form B1002E 1510

OWNER'S NAME [REDACTED]
 ADDRESS [REDACTED]
 CITY [REDACTED] STATE [REDACTED] ZIP [REDACTED]
 PHONE [REDACTED]
 OWNER'S EMAIL [REDACTED]
 SIGNATURE [REDACTED]
 DEALER'S NAME Foreign Auto Imports
 DEALER'S PHONE NO. [REDACTED]

DATE OF VEHICLE PURCHASE 4/2/2014
INSPECTION REQUIRED IF RECEIVED BY CARS AFTER 30 DAYS
 VIN # KN2M11A2G00000000 [REDACTED]
CONTRACT NUMBER
 YEAR 2012 MAKE Kia
 MODEL Forte LX 4DR
 CURRENT ODOMETER READING 46997
 VEHICLE PURCHASE PRICE \$ 8820.00
 SERVICE CONTRACT PURCHASE PRICE \$ 1,100.00 (REQUIRED)

COVERED COMPONENTS

ENGINE Lubricated parts contained within the engine block; cylinder heads; intake manifold; pistons; piston rings; wrist pins; connecting rods and bearings; crank-shaft and bearings; camshaft and bearings; timing chain, guides, tensioner and gears; valve covers; rocker arms/shafts and bushings; intake/exhaust valves and valve springs, seats, guides, push rods and hydraulic lifters; oil pump; oil pan; serpentine belt tensioner; and fly wheel. Engine block only if damaged by a covered component internal to the engine block. **NOT COVERED:** timing belt, fuel injectors, turbochargers, supercharger, EGR cooler and oil cooler.

AUTOMATIC TRANSMISSION/TRANSFER CASE Lubricated parts contained within the transmission or transfer case housing; torque converter; bands; pump; pump housing; carrier assembly; planetary gears; chain; drums; reaction shaft; governor; valve body; and servo assemblies. Transmission/transfer case only if damaged by a covered component internal to the transmission/transfer case housing.

MANUAL TRANSMISSION/TRANSFER CASE Lubricated parts contained within the transmission or transfer case housing; main shaft; counter shaft; all gears; chain; input shaft; hub assemblies; synchronizers; shift rails; shift fork; and internal transmission bearings. Transmission/transfer case only if damaged by a covered component internal to the transmission/transfer case housing. **NOT COVERED:** manual clutch and related components.

SUSPENSION Ball joints; leaf, air and coil springs only if broken.

DRIVE AXLE ASSEMBLY Lubricated parts contained within the front and rear drive axle housing; pinion bearings; wheel bearings; side carrier bearings; ring and pinion; side gears; spider gears and case; drive shaft; universal joints; constant velocity joints; and 4x4 hubs. Front or rear drive axle housing only if damaged by a lubricated part contained within the drive axle housing.

SEALS & GASKETS Seals and gaskets are covered **only** when required in conjunction with the replacement of a covered component. Additionally, cylinder head gaskets are covered for combustion and coolant leaks. Intake manifold gaskets are covered for coolant leaks only. **NOT COVERED:** oil and vacuum leaks.

STEERING COMPONENTS Power steering pump/motor; gear box; rack and pinion; and high pressure lines. Steering box, rack and pump housing only if damaged by a lubricated part internal to that component.

BRAKE COMPONENTS Master cylinder; wheel cylinders; calipers; ABS hydraulic components; ABS speed sensors; and ABS control module. **NOT COVERED:** drums, rotors, pads, linings, hoses, lines and wiring.

ENGINE COOLING SYSTEM Electric cooling fan motor; water pump; fan clutch; and thermostat.

ELECTRICAL COMPONENTS Starter motor; alternator; voltage regulator; and front and rear window wiper motor.

LABOR The authorized time for a repair will be based on the ProDemand labor guide. The hourly labor rate will be the repair facility's rate up to \$60.00 per hour. Should Your repair facility's rate exceed this amount, You are responsible for the difference. **NOT COVERED:** tear-down and diagnosis.

RENTAL BENEFITS The Service Contract Holder will be reimbursed \$25.00 for each eight hours of ProDemand labor guide time to repair or replace the covered component with a maximum benefit of \$300.00 per claim, if proof of rental is provided with an authorized claim. Down time, regardless of reason, is not included.

TOWING We will reimburse up to a maximum of \$50.00, if proof of towing is provided with an authorized claim.

COVERAGE LIMITED TO ABOVE COMPONENTS. SEE REVERSE SIDE FOR TERMS AND CONDITIONS.

ACCEPTANCE TO TERMS

I have read, understand and agree to the Covered Components and Terms and Conditions as stated on the front and reverse side of this Service Contract Application. **This Service Contract does NOT go into effect until:** (1) this application is received by CARS Protection Plus, Inc. ("CARS"), (2) with proper payment, and (3) approved by CARS, which may be different than my date of vehicle purchase. I certify the information above is true and correct, and I will contact CARS if I have not received a CARS I.D. card within 15 days. I understand I am responsible for a \$100.00 deductible per claim. I acknowledge receipt of my copy of this Service Contract.

OWNER'S ACCEPTANCE TO TERMS

[REDACTED SIGNATURE]

SIGN HERE

DATE 4/2/2014

WHITE PAGE - RETURN BY MAIL

PINK PAGE - DEALER

BLUE PAGES - CUSTOMER



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer,

NEF-160

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 driver's 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

★★★★★
NHTSA
www.nhtsa.gov

KIA FORTE
DEALERSHIP - BRIDGEWATER, NJ
300 FINDTANE AVE 08807
SERVICE: (833) 216-5720
SPOKE TO: TYLOR

Warranty Coverage

NO WARRANTY

Basic Vehicle Information

VIN #	KNAFT4A26C5 [REDACTED]
Serial	[REDACTED]
Engine	G4KDCH78 2.0 LITER ENGINE
First Name	
Mileage Entered	
Production Date	Apr 30, 2012
Retail Date	Jul 20, 2012
Wholesale Date	Jul 15, 2012
Selling Dealer	NY027 : F.X. Caprara Kia
Lawsuit	No
Extended Service Plan	No
Owner Transfers	Yes (10:100 coverage NO LOWER applies)
Warranty Activation Date	Jul 20, 2012
PDI Performed	Y
Remark	

<input type="checkbox"/> Battery Powering	<input type="checkbox"/> Warranty History	<input type="checkbox"/> Year
Year / Model	2012 / TD Forte (TD)	
Model Description	FORTE LX AUTO / C5422	
Color(Ext/Int)	3D-BRIGHT SILVER / 80-STONE TWO-TONE	
Last Name		
Retail Mileage	5	
Sales Type	RSALE NORMAL RETAIL SALE	
Key Code	D2429	
Warranty Start Date	Jul 20, 2012	
Branded Title		
Open Campaigns	Yes (See Campaign Info below)	
Repairs in Last 60 Days	No	
Sirius Expiration Date	Oct 18, 2012	

Service Campaign / Service Action / Recall / Customer Satisfaction Program Information

Issue Number	Issue Type	Description	Dealer Code	Repair Date	Dealer Type
[REDACTED]	Service Campaign	SC141 UNDERBODY ADDL ANTI CORROSION. TD			
[REDACTED]	Safety Recall	SC165 ACU WIRING EXTENSION INSTALL			
[REDACTED]	Service Campaign	ONLY FOR RENTAL CLAIMS PRIOR TO SC165			

Warranty Extension Coverage

Warranty Extension	Description	Coverage (Months/Mileage)	Years	Mileage	Eligible	Document Reference
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Basic Warranty Coverage Information

Basic Warranty Coverage	No	Remark	
Warranty Start Date	Jul 20, 2012	Warranty Expiration	Jul 20, 2017
Warranty Mileages	60,000	Warranty Terms	60 months (Expired)



7/10/2021

Powertrain Coverage Information

Powertrain Coverage	N	Remark	
Warranty Start Date	Jul 20, 2012	Warranty Expiration	Jul 20, 2017
Warranty Mileage	60,000	Warranty Terms	60 months (Expired)

Other Coverage Information

Coverage Type	Available	Start Date	Expiration Date	Warranty Terms	Mileage
Audio/Radio/RSE	N	Jul 20, 2012	Jul 20, 2015	36 months (Expired)	36,000
Adjustments	N	Jul 20, 2012	Jul 20, 2013	12 months (Expired)	12,000
Paint	N	Jul 20, 2012	Jul 20, 2015	36 months (Expired)	36,000
Service Part & Accys				12 months	12,000
Emission (SULEV)	Y	Jul 20, 2012	Jul 20, 2027	180 months (2200 days remaining)	150,000
Perforation/Corrosion	N	Jul 20, 2012	Jul 20, 2017	60 months (Expired)	100,000

Vehicle Option Information

Installed By	Option	Option
Print	CA	Cargo Mat
Print	CF	Carpeted Floor Mats
Print	EN	Cargo Net
Print	STD	Std. Pkg.

Warranty History

Warranty History

Repair Date	Claim Type	Dealer Code	R.O.#	Version	Repair Labor	Causal Part	Mileage
Dec 19, 2013	W : Mechanical (Normal)	NY027	[REDACTED]	01	Coil Spring (Rear), R&R, One Side	SPRING-RR	20,039
Jul 20, 2012	I : PDI	NY027	[REDACTED]	01	TDPDI		5

MECHANIC

Patrick's
 AUTO BODY REPAIR



NJ Lic. # [REDACTED]



(908) 753-1610 (908) 531-0549 FAX (908) 753-1656
 150 East 4th St. Plainfield NJ 07060





4431 William Penn Hwy, Suite 1
 Murrysville, PA 15668
 888-335-6838
 carsprotectionplus.com

have your Contract # when contacting CARS

ne [redacted]
 [redacted] Deductible 100
 Mileage 46497 Effective Date 4/7/2016
 Mileage 76497 Expiration Date 4/7/2018
 Make KIA Model FORTE

HERE AND KEEP IN YOUR VEHICLE FOR EASY ACCESS

Don't wait!

You only have 30 days

only have 30 days from your Effective Date, shown above, to add the added time and miles you need! Extending your policy adds the time and miles you select onto the coverage you already have. If you choose to extend, you will receive a new I.D. card with the updated Expiration Mileage and Expiration Date.

Will your car outlive your coverage?

You have your new vehicle, but have you thought about long-term coverage for mechanical failures? You have limited coverage now, but how long will you own the car? During the first 30 days of your policy, CARS Protection Plus will extend the term of your contract at a discounted rate.

You can add the following time and miles to your existing term:

- 3 Months/4,500 Miles \$99
- 6 Months/7,500 Miles \$199
- 12 Months/15,000 Miles \$299

Get the coverage you need for only \$ _____ + \$ _____ = \$ _____
PA resident tax Total

PAYMENT OPTIONS

Account/Card Holder

Payment Method

name _____
 Billing Address _____

 City _____ State _____ Zip _____
 Phone _____
 Signature _____ Date _____

Personal check or money order - Attach to this form and return to CARS.
 Visa MasterCard Discover
 Credit Card# _____
 CVV Code _____ Exp Date _____

You can also extend by calling
888-335-6838

Vehicle ID# _____
 Current Mileage _____
 Vehicle Owner's Name [redacted]
 Year 2012 Make KIA Model FORTE



Your service contract application has been approved by CARS and your I.D. card is attached. Keep this card in your vehicle for quick reference.

Your Contract # is the last 8 digits of your VIN. This is necessary information to have available when contacting CARS.

BASKING RIDGE, NJ [redacted]

4431 William Penn Hwy, Suite 1 • Murrysville, PA 15668