

From: [REDACTED]
To: [EVOQ \(NHTSA\)](mailto:EVOQ@dot.gov)
Subject: Re: FW: Follow up to ODI Complaint ----- 11523295-----
Date: Saturday, June 10, 2023 6:23:21 PM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

This is complete, though I would question the category of the complaint. The brake lights stayed on because the brake switch caused multiple failures -- the brake lights, the cruise control (I believe), and possibly the ESC system. Also note that the brake switch was replaced by the dealer at no charge during the earlier recall for this problem.

The issue was subsequently corrected at my expense by the dealer. Two receipts -- one for the parts and a second for the labor -- are attached.

Thank you for your attention to this recurring safety hazard and the important work that you do.

[REDACTED]

On Fri, Jun 9, 2023 at 1:04 PM EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

--
[REDACTED]

SUNSET KIA OF VENICE
1179 US 41 BYPASS S
VENICE, FL 34285



SALES / SERVICE / LEASING
1179 US 41 By-pass S. • VENICE, FLORIDA 34285
Phone: (941) 412-0515 • Fax: (941) 412-0516
www.sunsetautogroup.com

SALE

Store: 4616

REF#: [REDACTED]

Batch # [REDACTED] RRN: 314420665899
05/24/23 16:31:58

Trans ID: 303144739186051

APPR CODE: 04773D

VISA

Chip

AMOUNT \$388.41

APPROVED

CHASE VISA

AID: A0000000031010

TVR: 00 80 00 80 00

TST: E8 00

STATE OF FLORIDA REGISTRATION
MV - 50566

ACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

CELL: [REDACTED]

| | | | |
|--|-----------------------|--------------------------|---------------------------|
| ADVISOR KELSEY VERCRUYSE 124 | TAG NO. [REDACTED] | INVOICE DATE 05/24/23 | INVOICE NO. [REDACTED] |
| LABOR RATE | LICENSE NO. | MILEAGE 116,027 | COLOR RED/ |
| YEAR / MAKE / MODEL 10/KIA/SEDONA/4DR SWB | | DELIVERY DATE | DELIVERY MILES |
| VEHICLE I.D. NO. K N D M G 4 C 3 6 A 6 [REDACTED] | | SELLING DEALER NO. | PRODUCTION DATE |
| F.T.E. NO. | P.O. NO. | R.O. DATE 05/24/23 | |
| COMMENTS [REDACTED] | | | MO: [REDACTED] |

CUSTOMER COPY

HOURS: 2.00 TECH(S):4127 330.00

BRAKE LIGHTS WILL NOT TURN OFF. PARTS
RO. PLEASE INSTALL/REPAIR

FOUND STOMP LAMP SWITCH STOPPER PAD HAS FALLEN OFF.
REMOVE AND REPLACE BOTH STOP LAMP SWITCH AND BRAKE PEDAL
STOPPER. VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.

JOB# 1 TOTALS-----
LABOR 330.00

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 330.00

JOB# 2 CHARGES-----
LABOR-----
J# 2 00K1ZZKCP PERFORM MPI HOURS: 0.00 TECH(S):4127 0.00
PERFORM MULTIPOINT INSPECTION

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SSP KIA SHOP SUPPLIES 33.00
TOTAL - MISC 33.00

TOTALS-----

THANK YOU FOR YOUR BUSINESS!!

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR... 330.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 33.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 25.41

TOTAL INVOICE \$ 388.41



ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

CUSTOMER SIGNATURE X

CUSTOMER SIGNATURE

www.sunsetautogroup.com

The Reynolds and Reynolds Company EBANTINVE CC739241 O (06/19)

THANK YOU!



8:00

SALES / SERVICE / LEASING
 1179 US 41 By-pass S. • VENICE, FLORIDA 34285
 Phone: (941) 412-0515 • Fax: (941) 412-0516
 www.sunsetautogroup.com

STATE OF FLORIDA REGISTRATION
 MV - 50566

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

CELL: [REDACTED]

| | | | | | |
|----------------------------|--|-------------|-----------------------|--------------------------|-----------------|
| CUSTOMER NO. [REDACTED] | ADVISOR KELSEY VERCRUYSSÉ | 124 | TAG NO. 7124 | INVOICE DATE 05/19/23 | [REDACTED] |
| [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE 115,930 | COLOR RED/ | [REDACTED] |
| [REDACTED] | YEAR / MAKE / MODEL 10/KIA/SEDONA/4DR SWB | | | DELIVERY DATE | DELIVERY MILES |
| NOKOMIS, FL | VEHICLE I.D. NO. K N D M G 4 C 3 6 A 6 | | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | F.T.E. NO. | P.O. NO. | R.O. DATE 05/19/23 | [REDACTED] | [REDACTED] |
| RESIDENCE PHONE [REDACTED] | BUSINESS PHONE [REDACTED] | COMMENTS | | | |

MO: [REDACTED]

JOB# 1 CHARGES-----

LABOR-----
 J# 1 24K1Z ACCESSORIES HOURS: TECH(S):271 0.00
 CUSTOMER STATES THE BRAKE LIGHTS WONT GO OFF. PLEASE CHECK
 AND ADVISE.
 Accessory Diagnosis All

| | | | | | |
|------------|---------|----------------|------------------|------|--------|
| PARTS----- | QTY---- | FP-NUMBER----- | DESCRIPTION----- | UNIT | PRICE- |
| | 1 | 93810-3K000 | SWITCH ASSY-STO | | 25.25 |
| | 1 | 00012-412 | STOPPER- PEDAL | | 38.81 |
| | | | TOTAL - PARTS | | 64.06 |

JOB# 1 TOTALS-----
 PARTS 64.06

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 64.06

JOB# 2 CHARGES-----

LABOR-----
 J# 2 00K1ZZKCP PERFORM MPI HOURS: 0.00 TECH(S):271 0.00
 PERFORM MULTIPOINT INSPECTION

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

| | | | |
|-----------|-----------|-------------------|-----------------|
| MISC----- | CODE----- | DESCRIPTION----- | CONTROL NO----- |
| JOB # A | SSP | KIA SHOP SUPPLIES | |
| | | TOTAL - MISC | 6.41 |

COMMENTS-----
 BRAKE LIGHT OUT SHUTTLE/KV

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

CUSTOMER SIGNATURE X

www.sunsetautogroup.com

The Reynolds and Reynolds Company ERMINTIVE C0732241 Q (06/19)

THANK YOU!