

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 117

Data Received

13-NOV-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

874863

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Listed at front of windshield or drivers side) KNAFB1216X5795906	Vehicle Make KIA	Vehicle Model SEPHIA	Vehicle Year 1999	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03000000	Part Name(s) BRAKES:SERVICE BRAKES	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 12-NOV-1999 Mileage at Failure(s) 22 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE REGULAR BRAKES ARE WEARING OUT EXCESSIVELY & DETERIORATING. WHENEVER THE BRAKES ARE APPLIED, THEY WOULD CAUSE THE VEHICLE TO SHAKE. TOOK VEHICLE TO DEALER & MECHANIC CHANGED THE PADS & ROTORS. ALSO ROTATED & CLEANED THE BRAKES.

CONTINUED ON BACK

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY Date Received 13-NOV-2000 Defect Investigation Reference No. 874863	
U.S. Department of Transportation National Highway Traffic Safety Administration		Od. or rt. dt od. rt up. Nr. Reference No. 874863	
OWNER INFORMATION (Type or Print) 655002		Work Number Home Number 	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorized signature, you will NOT provide your name and address to the vehicle manufacturer.			
Signature of Owner 		Date <u>11/13/00</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
KNAFB1216X5795906	KIA	SEPHIA	1999
Current Odometer Reading			
22,000			
Purchase Date 5/15/99	Dealer's Name THOMAS KIA		Engine Size (CID/CC/L) 1.8L
☒ New ☐ Used	City HIGHLAND State LA Zip Code 70322		No Cylinders 4
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 03260000 03270000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☒ Replacement
No of Failures	Date(s) of Failure(s) 12-NOV-1999 Mileage at Failure(s) 22 Vehicle Speed at Failure(s)	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No
APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)			
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities
Estimated Property Damage		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
BRAKES ARE WEARING OUT EXCESSIVELY & DETERIORATING. WHENEVER BRAKES ARE APPLIED, THEY WOULD CAUSE VEHICLE TO SHAKE. TOOK VEHICLE TO DEALER & MECHANIC CHANGED PADS & ROTORS. ALSO ROTATED & CLEANED THE BRAKES.*AK Took it for Brake/Disc Change 3 times last year. (work invoice attached) Pads/rotors. Also the service manager told me that they are using some kind of the new material for the pads/brakes. After that I had			
CONTINUE ON BACK IF NEEDED			
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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

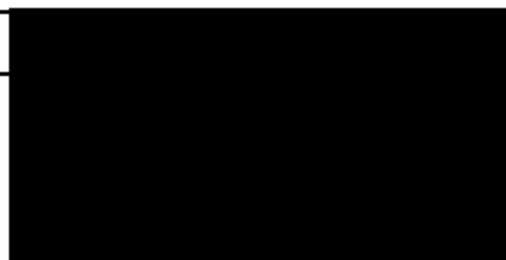
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

to replace it again in a just few months later again. These
are really bad rotors that can cause accident when applied.
So far the change was covered by guarantee, what's going to happen when it
* Also another problem is that the rear seats seat belt lock
is too high, and I think it represents a danger in a
case of an accident, because the lock goes up to my
upper hip.

Also I have a fear that when the warranty runs out, that I
will have to pay for changing the brakes, can you tell
me about most efficient brakes on the market for my
type of car.

THANKS.



487 / 80066

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

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

HAPPY
HOLIDAYS
FROM THE
POSTAL SERVICE





THOMAS KIA of HIGHLAND

Auto Mart, Inc.

9825 Indianapolis Blvd.
Highland, Indiana 46322
(219) 934-2266

1ST
SEE MILEAGE

RECOMMENDED SERVICES

DATE	OPERATION DESCRIPTION	MILEAGE	TO/FR	OPERATION DESCRIPTION	MILEAGE	TO/FR

SERVICE HISTORY

DATE	REPAIR ORDER NO.	MILEAGE	ADVISOR	DESCRIPTION	OPERATION	REPAIR ORDER NO.
05/17/99	358078	10	120574	1525	1	23K1Z
05/10/99	354869	10	1525	1530	1	99K1ZZSEPHIA

BODY REPAIRS
POI SEPHIA

SALESPERSON NO. 121151 MICHAEL T ALEXANDER

SERVICE

VEHICLE ID NO. 1K11B1118X5206000		YEAR/MAKE/MODEL 200KIA/SEPHIA/SE		PRODUCTION DATE		STOCK NO. A99311		LICENSE NO.		P.O. NO. 368712	
[REDACTED]		CUSTOMER NO. 123778		SERVICE CONTRACT THE PLAN		DELIVERY DATE 05/15/99		DELIVERY MILES 10		SELLING DEALER NO. P.O. DATE 07/27/99	
		COLOR EVERGREEN/		CONTRACT NO.		EXPIRATION DATE		EXPIRATION MILES		TAG NO. 212	
		TURBO N	M/MC Y	AIR COND. Y	P.S. Y	TRANS M	MILEAGE 3397	ADVISOR NO. 120674		ADVISOR DAVE ZIELINSKI	
TIME RECEIVED 03:27pm		DATE/TIME PROMISED 07/13/99 11:00pm		PRIORITY		I hereby authorize the repair work therein set forth to be done by me, together with the furnishing by you of the necessary parts and other materials for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or materials for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the payment of repairs thereon; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.					
APPOINTMENT ☐ Yes ☒ No		LABOR RATE		123179		X					

COMMENTS : STATEFARM SERVICE 1ST

1 W 05K1Z

BRAKE INSPECTION

CUSTOMER STATES THE BRAKES ARE PULSATING WHEN APPLIED.

OK. AND ADVISE. ✓ HUB-RUNOUT LESS THAN

2 Both Sides - TURN BOTH F+ Rotate

4 INSTALL NEW PADS

CLEAN + ADJ REAR BRAKES

2 W 24K1ZA/C/DRAIN

CLEAN A/C DRAIN HOSE

AIR CONDITIONING DRAINS ON FLOOR

✓ CLEAN A/C DRAIN

3 W 21K1Z

TRANS AUTO/MANU

OK. TRANS OPERATION. CUSTOMER STATES THEY FEEL A HARD SHOCK WHEN SHIFTED INTO GEAR. OK. AND ADVISE.

Could NOT Dup FEELS NORMAL
AT this Time

DISCLAIMER OF WARRANTIES

ANY AND ALL WARRANTIES APPLICABLE TO THE PARTS AND MATERIALS SUPPLIED IN SERVICING OR REPAIRING ANY VEHICLE ARE GIVEN ONLY BY THE MANUFACTURER, THOMAS KIA OF HIGHLAND, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, ON ANY AND ALL PARTS, MATERIALS AND/OR SERVICES SUPPLIED TO OR RENDERED ON ANY VEHICLE, AND NO EMPLOYEE OF THE CORPORATION IS AUTHORIZED TO MAKE ANY WARRANTY WHATSOEVER IN REGARD TO ANY PARTS, MATERIALS AND/OR SERVICES.

ORIGINAL ESTIMATE#

APPROVED BY

DATE TIME

AUTH. ADDITIONAL

REPAIRS #

APPROVED BY

DATE TIME

**THOMAS KIA of HIGHLAND****Auto Mart, Inc.**

9825 Indianapolis Blvd.
Highland, Indiana 46322
(219) 934-2266

2ND
SEE MILEAGE.

CUSTOMER NO. 123778	ADVISOR THOMAS LEWANDOWSKI 1625	TAG NO. 0053	INVOICE DATE 11/12/89	INVOICE NO. A1CS389179
	LABOR RATE	LICENSE NO.	MILEAGE 7866	COLOR EVERGREEN
	YEAR / MAKE / MODEL 89/KIA/SEPHIA/SE		DELIVERY DATE 05/15/89	STOCK NO. A89311
	VEHICLE ID. NO. KNAFB1218X5796906		SELLING DEALER NO.	DELIVERY MILES 10
	F. T. E. NO.	P. O. NO.	R. O. DATE 11/12/89	PRODUCTION DATE
	COMMENTS			

MO: 7866

JOB# 1 CHARGES-----

LABOR					
J# 1 01K1Z	MAINTENANCE CHECK	TECH(S):1535		29.39	
	L.O.F.				
	ROTATE TIRES				
	MAINTENANCE INSPECTION				
	PERFORM REQUIRED MAINTENANCE AS PER INSPECTION				

G.O.G. & SUPPLIES-----

4.0 OIL	6	1.500 /UNIT		6.00	
			TOTAL - GOG	6.00	

JOB# 1 TOTALS-----

LABOR	29.39
G.O.G.	6.00

JOB# 1 JOURNAL PREFIX A1CS JOB# 1 TOTAL 35.39

JOB# 2 CHARGES-----

LABOR					
J# 2 05K1Z	BRAKE INSPECTION	TECH(S):1535		WARRANTY	
	BRAKE INSPECTION				
	VIBRATION AND NOISE				
	REPLACE FRONT ROTORS AND PADS.				

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	
	2	0K2AA-33-251B	PLATE-DISC		WARRANTY
	1	0K2AA-33-23Z	PAD SET-FRT		WARRANTY
			TOTAL - PARTS	0.00	

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX A1CS JOB# 2 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	EPA S/S		2.94
			TOTAL - MISC	2.94

COMMENTS
SER

*Always Bring Your
Vehicle Here For
Factory Authorized
Service*

NOT RESPONSIBLE FOR LOSS OR
DAMAGE TO VEHICLES OR
ARTICLES LEFT IN VEHICLES IN
CASE OF FIRE, THEFT OR ANY
OTHER CAUSE BEYOND OUR
CONTROL. NOT RESPONSIBLE FOR
DAMAGE FROM FREEZING DUE TO
LACK OF ANTIFREEZE.

KIA

51-1
2000 Mileage

3825 Indianapolis Blvd.
Highland, Indiana 46322
(219) 934-2266

CUSTOMER NO. 123778	ADVISOR JASON MCCLAMB 11859	TAG NO. 802	INVOICE DATE 05/08/00	INVOICE NO. A1CS420819
	LABOR RATE	LICENSE NO.	MILEAGE 14837	COLOR EVERGREEN
	YEAR / MAKE / MODEL 00/KIA/SEPHIA/SE		DELIVERY DATE 05/15/99	STOCK NO. A89311
	VEHICLE ID. NO. KNAFB1218X5 795906		DELIVERY MILES 10	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 05/08/00	MO: 14937
	COMMENTS			

JOB# 1 CHARGES

LABOR	TECH(S)	WARRANTY
J# 1 05K12	126333	
BRAKE INSPECTION THE CUSTOMER STATES THAT THE BRAKES ARE MAKING A METAL TO METAL NOISE THE ROTORS WERE FOUND TO BE WARPED REPLACED THE ROTORS AND THE PADS		
PARTS	QTY	FP NUMBER
	1	0K2AA-33-23Z
	2	0K2AA-33-251B
DESCRIPTION	UNIT PRICE	WARRANTY
PAD SET-FRT		
PLATE-DISC		
TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX A1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR	TECH(S)	WARRANTY
J# 2 01K12	126333	
MAINTENANCE CHECK CUSTOMER REQUEST MAINTENANCE FOR DESIGNATED MILEAGE TRANS SERVICE MAINTENANCE INSPECTION PERFORM REQUIRED MAINTENANCE AS PER INSPECTION		
PARTS	QTY	FP NUMBER
	3	ATF
DESCRIPTION	UNIT PRICE	WARRANTY
ATF FLUID	2.75	
TOTAL - PARTS		8.25

JOB# 2 TOTALS

LABOR 34.00
PARTS 8.25

JOB# 2 JOURNAL PREFIX A1CS JOB# 2 TOTAL 42.25

JOB# 3 CHARGES

LABOR	TECH(S)	WARRANTY
J# 3 05K12	126333	
REAR BRAKES THE TECH HAD ADVISED THE CUSTOMER THAT THE REAR BRAKES NEEDED TO BE CLEANED AND ADJUSTED PER CUSTOMER REQUEST PERFORMED		
PARTS	QTY	FP NUMBER
	1	B/C
DESCRIPTION	UNIT PRICE	WARRANTY
BRAKE CLEANER	4.00	
TOTAL - PARTS		4.00

JOB# 3 TOTALS

LABOR 34.00
PARTS 4.00

JOB# 3 JOURNAL PREFIX A1CS JOB# 3 TOTAL 38.00

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including all warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

*Always Bring Your
Vehicle Here For
Factory Authorized
Service*

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTI-FREEZE.



THOMAS KIA of HIGHLAND

Auto Mart, Inc.

9825 Indianapolis Blvd.
Highland, Indiana 46322
(219) 934-2266

CUSTOMER NO. 123778	ADVISOR JOE ARMSTRONG 13404	TAB NO. 333	INVOICE DATE 09/25/00	INVOICE NO. A1CS446749
	LABOR RATE	LICENSE NO.	MESSAGE 22438	COLOR EVERGREEN
	YEAR / MAKE / MODEL 09/KIA/SEPHEA/SE	DELIVERY DATE 09/15/99	DELIVERY MILES 10	STOCK NO.
	VEHICLE ID. NO. KNAFB1218X5 795906	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.S. NO.	P.O. NO.	R.D. DATE 09/25/00	MO: 22441
COMMENTS				

JOB# 1 CHARGES

LABOR
J# 1 02K1Z MAINTENANCE CHECK TECH(S):1535 0.00
22000 MILE CHECK UP
MAINTENANCE INSPECTION
PERFORM REQUIRED MAINTENANCE AS PER INSPECTION
EVERYTHING OK AT THIS TIME

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX A1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 05K1Z BRAKE INSPECTION TECH(S):1535 WARRANTY
CUSTOMER STATES BRAKES ARE VIBRATING.
RUN OUT CHECK ON ROTORS, WARPED
REPLACE FRONT PADS AND RESURFACE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	2	OK2AA-33-232	PAD SET-FRT		
		OK2AA-33-251B	PLATE-DISC		
TOTAL - PARTS				0.00	WARRANTY

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX A1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 09K1Z CHECK ENGINE/ADVISE TECH(S):1535 WARRANTY
CUSTOMER STATES ENGINE HARD TO START.
FLYWHEEL
REPLACE FLYWHEEL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	OK2SR-19-020A	PLATE ASSY-DRIVE		
	3	ATF	ATF FLUID		
TOTAL - PARTS				0.00	WARRANTY

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX A1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 05K1ZKRBK CHECK REAR BRAKES TECH(S):1535 WARRANTY
CUSTOMER STATES PARKING BRAKE INOP
BINDING LEVER
R/R AND REPAIR BINDING LEVER

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX A1CS JOB# 4 TOTAL 0.00

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*Always Bring Your
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Factory Authorized
Service*

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ARTICLES LEFT IN VEHICLES IN
CASE OF FIRE, THEFT OR ANY
OTHER CAUSE BEYOND OUR
CONTROL. NOT RESPONSIBLE FOR
DAMAGE FROM FREEZING DUE TO
LACK OF ANTIFREEZE.

THANK YOU
FOR Paying

ATTENTION TO ME

AND OTHER CAR

DRIVERS