



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

JUL 14 2004

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Alfred E. Gloddeck
Senior Manager-Corporate Affairs
Hyundai America Technical Center, Incorporated
81 Bunsen
Irvine, CA 92618

NVS-212lhs
PE04-050

Dear Mr. Gloddeck:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE04-050) to investigate allegations of malfunction or failure of the electrically-powered lock mechanisms installed in the passenger doors of model year (MY) 2001 Kia Optima vehicles. As a part of the investigation, this letter requests certain information from Kia.

This office has received nine (9) complaints from consumers that allege self-engagement of the power door locks installed in the subject vehicles.

Unless otherwise stated in the text of this letter, the following definitions apply to these information requests:

Subject vehicles: all MY 2001 Kia Optima vehicles manufactured for sale or lease in the United States.

Subject Components: electrically powered passenger door locks installed in the subject vehicles, including any electrical circuitry or connections whose malfunction could inadvertently result in self-engagement of the lock mechanism.

Kia: Kia Motors Corporation, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Kia (including all business units and persons previously referred to), who are or, in or after 1996, were involved in any way with any of the following related to the alleged defect in the subject vehicles:



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4238

- a. Design, engineering, analysis, modification or production (e.g. quality control);
- b. Testing, assessment or evaluation;
- c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
- d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.

Alleged defect: the failure, malfunction, or otherwise unsatisfactory performance of the electrically powered passenger door locks that may result in self-engagement and/or failure to disengage on command, and that may or may not be accompanied by concurrent malfunctions of electrical components in the subject vehicles.

Document: "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Kia, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document, which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by the manufacturer or not. If a document is not in the English language, provide both the original document and an English translation of the document.

Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Kia may have previously provided a document to ODI, Kia may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Kia's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model year, the number of subject vehicles manufactured by Kia for sale or lease in the United States. Also state whether the subject door lock is installed as standard original equipment, or whether it is available as an option. Separately, for each subject vehicle manufactured to date by Kia state the following:
 - a. Vehicle identification number (VIN);
 - b. Make;
 - c. Model;
 - d. Model Year;
 - e. Date of manufacture;
 - f. Date warranty coverage commenced; and
 - g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA."

2. State the number of each of the following, received by Kia, or of which Kia is otherwise aware, which relate to or may relate to, the alleged defect in the subject vehicles:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a vehicular crash, personal injury, or fatality, based on claims against the manufacturer involving inability to unlock the passenger doors, or notices received by

- the manufacturer alleging or proving that an injury or death was related to or resulted from the alleged defect in a subject vehicle;
- d. Property damage claims alleged to have resulted from the alleged defect in a subject vehicle;
 - e. Third-party arbitration proceedings where Kia is or was a party to the arbitration; and,
 - f. Lawsuits, both pending and closed, in which Kia is or was a defendant or codefendant.

For subparts "a" through "c," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Kia's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e and f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. For each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - a. Kia's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model and model year;
 - f. Vehicle's mileage at time of incident;
 - g. Incident date;
 - h. Report or claim date;
 - i. Whether a crash is alleged;
 - j. Whether property damage is alleged;
 - k. Number and severity of alleged injuries, if any; and,
 - l. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method used by Kia for organizing the documents.
5. State a total count for all of the following categories of claims, collectively, that have been paid by Kia to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided;

field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Kia's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and,
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA."

6. Describe in detail the search criteria used by Kia to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Kia on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) related to the alleged defect that Kia offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Kia has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any such communication that Kia is planning to issue within the next 120 days.
8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Kia. For each such action, provide the following information:
 - a. Action title or identifier;

- b. The actual or planned start date;
- c. The actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and,
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

9. Describe all modifications or changes made by, or on behalf of, Kia in the design, material composition, manufacture, quality control, supply, or installation of the subject components, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
 - b. A detailed description of the modification or change;
 - c. The reason(s) for the modification or change;
 - d. The part numbers (service and engineering) of the original component;
 - e. The part number (service and engineering) of the modified component;
 - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - g. When the modified component was made available as a service component; and,
 - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change of which Kia is aware and which may be incorporated into vehicle production within the next 120 days.

10. Provide a complete engineering description and appropriate engineering specifications (including engineering drawings) of the subject components installed in the subject vehicles. For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Kia is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.
11. Identify by part name, engineering part number, and supplier, all other components whose malfunction could potentially result in manifestation of the alleged defect in the subject vehicles, including but not limited to, the door lock switch and all electrical system components controlling the flow of current to the switch and/or lock mechanism.
12. Provide Kia's assessment of the alleged defect in the subject vehicle, including:

- a. The causal or contributory factor(s);
- b. The failure mechanism(s);
- c. The failure mode(s);
- d. The risk to motor vehicle safety that it poses;
- e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and,
- f. The reports included with this inquiry.

This letter is being sent to Kia pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Kia's failure to respond promptly and fully to this letter could subject Kia to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Kia cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Kia does not submit one or more requested documents or items of information in response to this information request, Kia must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Kia's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by September 3, 2004. Please refer to PB04-050 in Kia's response to this letter. If Kia finds that it is unable to provide all of the information requested within the time allotted, Kia must request an extension from me at (202) 366-5218 no later than five business days before the response due date. If Kia is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Kia then has available, even if an extension has been granted.

If Kia claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, VW must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Kia is required to submit two copies of the documents containing allegedly confidential

information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Mr. Lee Strickland of my staff at (202) 366-5201.

Sincerely,



Thomas Z. Cooper, Chief
Vehicle Integrity Division
Office of Defects Investigation

Enclosures:

VOQs: 10059685, 10070065, 10040222, 10023272, 10026957, 10003331, 10046477, 894665,
888475,



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
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

17-JUN-2003

Repository Reference No.
10023272

OWNER INFORMATION (Type or Print)

Name

Address

City MIAMI

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

Signature of Owner

Date

/ /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KNAGD1263Make
KIAModel
OPTIMAModel Year
2001Date Purchased
27-NOV-01Dealer's Name and Telephone Number
BILL SEIDLE KIA 305-635-9800Engine
No: Cylinders 4Fuel Type:
GasOriginal Owner
Dealer's City
MIAMIState
FLZip Code
33142Transmission Type
AUTOMATIC Antilock Brakes
 Cruise ControlPowertrain
FRONT WHEEL DRIVEVehicle Component Code
110000 ELECTRICAL SYSTEM

Multiple Failures: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
12-JUN-2003Failure Mileage
6950Failure Speed
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: DOTM1SABC036)

 Original Equipment
 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 check to detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

 Yes No

Fire

 Yes No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

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).

MY 2001 KIA OPTIMA HAS BECOME THE MODERN AGE, THIS VEHICLE HAS A MIND OF ITS OWN. THE POWER LOCKS SHUTS OPEN AND LOCKS ON ITS OWN, THE VEHICLE IS NOT RELIABLE WHEN CROSSING A HIGHWAY ON OUR STREET. VEHICLE STALLS AT THE POINT OF ACCELERATION AND DOES NOT RESPOND TO PRESSING OF GAS PEDAL. WHEN CAR ELECTRICAL SYSTEM FAILS AND YOU ARE IN THE VEHICLE THE POWER LOCKS DO NOT OPERATE CAUSING DRIVER AND PASSENGERS TO BE LOCKED IN VEHICLE. I WAS RECENTLY LOCKED IN MY VEHICLE WITH MY DAUGHTER FOR EXACTLY 4 HOURS WHEN THE POWER FINALLY RETURNED AND I WAS ABLE TO GET OUT. I CONTACTED KIA MOTORS CORP. AND WAS SIMPLY NOT TAKEN SERIOUS WITH THIS COMPLAINT. I HOPE THAT YOU FOLLOW UP WITH MANUFACTURES POSSIBLE DEATH TRAP AND THAT NO LIVES THEIR LIFE. *JB

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.



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100053

Date Received: 11-JUL-2003
Repository:
Reference No.: 10026957

OWNER INFORMATION (Type or Print)

Name: _____
Address: _____
City: _____ State: FL Zip Code: _____

Daytime Telephone Number: _____ E-mail Address: _____
Evening Telephone Number: _____

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 7/1/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KNAGU124915
Make: KIA Model: OPTIMA Model Year: 2001
Date Purchased: _____ Dealer's Name and Telephone Number: MAROONE KIA Engine: _____ Fuel Type: Gas
Original Owner: Dealer's City: PEMBROKE PINES State: FL Zip Code: 33084
Transmission Type: Antilock Brakes Powertrain: _____ Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION
 Cruise Control Multiple Failures: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 01-JUN-2001 Failure Mileage: _____ Failure Speed: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ The Model (Name or Number): _____ Tire Size (Example P215/65R15): _____
DOT No. (Example: DOTM19A8C036) Original Equipment 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), and injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: _____ Number of Deaths: _____ Reported to Police: 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).

VEHICLE TRANSMISSION SLIPS WHILE DRIVING. *MR THE AIR CONDITION, AUTO CHECK LIGHT AND AUTOMATIC DOOR LOCKS DO NOT REMAIN UNLOCKED TRAPPING THE DRIVER. *TS *JB

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.



U.S. Department
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(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 9999999

Date Received

15-JAN-2004

Repository Reference No.
10070065

OWNER INFORMATION (Type or Print)

Name

Address

City

INDIANAPOLIS

State

IN

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

KNAGD12461

Make

KIA

Model

OPTIMA

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

Engine

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

MANUAL

 Antilock Brakes Cruise Control

Powertrain

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-MAR-2003

Failure Mileage

0

Failure Speed

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: DOTM19ABC036)

 Original Equipment
 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), condition, and injury(ies).)

Crash

 Yes No

Fire

 Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

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).

I DON'T HAVE THE EXACT DATES OF THESE REPAIRS AS MY CAR IS AT THE DEALERSHIP RIGHT NOW BEING LOOKED AT AGAIN AND I AM GOING TO GET A HISTORY WHEN I PICK UP THE CAR, HERE ARE THE ISSUES I'VE HAD SINCE SPRING/SUMMER OF LAST YEAR. WE HAVE LOST TIME, MONEY, WAGES AND POSSIBLE EMPLOYMENT BECAUSE OF THESE PROBLEMS! 1. AIR CONDITIONER SEEMED VERY COOL, BUT NOT COLD. CHECKED TWO OR THREE TIMES, EACH TIME SERVICE DEPT. SAID IT WAS FINE. 2. CAR DIED AND WOULDN'T RESTART WITHOUT A JUMP 3 TIMES. CALLED TOWING TWICE. SERVICE COULD NOT RECREATE THE PROBLEM. THIRD TIME THEY REPLACED THE BATTERY. SEEMED TO FIX THE PROBLEM TEMPORARILY. FOURTH TIME (CURRENT) CAR HAD TO HAVE THE HEADLIGHTS REPLACED ONCE A MONTH, WINDSHIELD WIPERS, DOOR LOCKS LOCKED AND UNLOCKED ON THEIR OWN WHEN ENTERING/EXITING THE CAR, WINDOWS ROLLED UP/DOWN SLOWLY, BLOWER ON AIR WENT UP AND DOWN WITH ENGINE SPEED, LIGHTS BEHIND CONSOLE GO OUT AND COME ON PERIODICALLY, CLOCK LOSES TIME, HEADLIGHTS DIM WHEN USING POWER, RADIO FLASHES ON AND OFF. TODAY TOTAL SYSTEM FAILURE, ALL ELECTRICAL SYSTEMS WENT DOWN WHILE DRIVING. TOWED CAR TO DEALERSHIP. HAVE TO PAY OUT OF POCKET RENTAL FEES. STILL WAITING ON RESULT. 3. LOUD RATTLING UNDERNEATH CAR PERIODICALLY. 4. WHISTLING IN ENGINE S. CHECK ENGINE LIGHT CAME ON PERIODICALLY. 5. ANTENNA BROKE AND THEN FELL OFF. 7. SUSPENSION VERY POOR. 8. WHEN PURCHASING CAR, DEALER STATED AIR BAG I

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.



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INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100134

Date Received: 15-SEP-2009
Repository:
Reference No.: 10040222

OWNER INFORMATION (Type or Print)

Name:
Address:
City: State: Zip Code:

Daytime Telephone Number:
Evening Telephone Number:
E-mail Address:

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: Date: 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number: KNAGDL24315I
Make: KIA
Model: OPTIMA
Model Year: 2001
Date Purchased: 22-AUG-01
Dealer's Name and Telephone Number: LOU FOSZ KIA 314 909 0099
Engine: No: Cylinders 6
Fuel Type: Gas
Original Owner:
Dealer's City: KIRKWOOD
State: MO
Zip Code: 63122
Transmission Type: AUTOMATIC
Antilock Brakes:
Cruise Control:
Powertrain:
Vehicle Component Code: 112000 ELECTRICAL SYSTEM:ALTERNATOR/GENERATOR/REGULATC
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s):
Failure Mileage:
Failure Speed:

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: DOTM15ABC036)
Original Equipment 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

Crash: Yes No
Fire: Yes No
Number of Persons Injured:
Number of Deaths:
Reported to Police: 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).

PROBLEMS WITH BATTERY, ALTERNATOR AND ELECTRICAL SYSTEMS. *MR. CONSUMER HAD NUMEROUS FAILURES AND REPAIRS AND THE RESULTS DIDN'T WORK. ONCE THE ELECTRICAL SYSTEM FAILED, THE CONSUMER WAS TRAPPED INSIDE THE VEHICLE FOR ONE AND A HALF HOURS BECAUSE THE DOORS LOCKS MALFUNCTIONED DUE TO THE ALTERNATOR SHUTTING DOWN. THE DOORS WOULDN'T UNLOCK. THE CONSUMER WOULD LIKE A REFUND. *PH *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 - Public Law 93-502 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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department
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National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 920

Date Received

17-MAY-2001

Repository

Reference No.
888475

OWNER INFORMATION (Type or Print)

Name

Address

City

State

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 5/17/01

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KNAGD126615

Make
KIA

Model
OPTIMA

Model Year
2001

Date Purchased

Dealer's Name and Telephone Number

Engine:
Nos Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Vehicle Component Code

162300 STRUCTURE:BODY:DOOR

Cruise Control

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
27-APR-2001

Failure Mileage

Failure Speed

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: DOTM15ABC036)

Original Equipment
 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), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes No

Yes No

0

0

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).

POWER LOCKING MECHANISM FOR DOORS OPERATE ERRATICALLY. CONSUMER CANNOT UNLOCK DRIVER'S SIDE DOOR WITHOUT LOCKING ALL OF DOORS AT THE SAME TIME. PLEASE PROVIDE ANY ADDITIONAL INFORMATION/ATTACHMENTS. *AK

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.



U.S. Department
of Transportation
National Highway
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DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received

17-AUG-2001

Repository Reference No.
894665

OWNER INFORMATION (Type or Print)

Name

Address

City

State KY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

Signature of Owner

Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side)

KNAGD1244151

Make

KIA

Model

OPTIMA

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

 Antilock Brakes

Powertrain

 Cruise Control

Vehicle Component Code

116200 ELECTRICAL SYSTEM:IGNITION:MODULE

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
10-JUL-2001Failure Mileage
5000

Failure Speed

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: DOTM19ABC036)

 Original Equipment
 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), and injury(es).)

Crash

 Yes No

Fire

 Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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

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).

POWER DOOR LOCKS WOULD LOCK AND UNLOCK BY THEMSELVES TRAPPING THE DRIVER. THE ENGINE WOULD STALL BOTH WOULD OCCUR INTERMITTENTLY/SIMULTANEOUSLY. VEHICLE WAS TAKEN TO DEALER SHOP, AND HAD COMPUTER MODULE REPLACED. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION ON THIS MATTER. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department
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National Highway
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DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received

06-NOV-2003

Repository Reference No.
10046477**OWNER INFORMATION (Type or Print)**

Name

Address

City

State

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1 / 1 /

VEHICLE INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KNAGD1262151Make
KIAModel
OPTIMAModel Year
2001

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No. Cylinders

Original Owner

Dealer's City

State

Zip Code

Transmission Type

 Antilock Brakes

Powertrain

 Cruise Control

Vehicle Component Code

171100 LATCHES/LOCKS/LINKAGES:DOORS:LATCH

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATIONIncident Date(s)
15-OCT-2003Failure Mileage
16126

Failure Speed

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: DOTM14BABC036)

 Original Equipment
 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), and injury(ies).)*

Crash

 Yes No

Fire

 Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

0

0

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).

POWER LOCK DOORS FAILED, WHICH TWICE TRAPPED THE DRIVER INSIDE THE VEHICLE. I HAD TO RESTART THE ENGINE, ROLLED DOWN THE POWER WINDOW, TAKE THE KEY OUT AND INSERT IT INTO THE DOOR TO UNLOCK IT FROM THE OUTSIDE. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

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 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		DOT Auto Safety Hotline Vehicle Owner's Questionnaire 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	Repository <input type="checkbox"/>	24-JAN-2003	Reference No. 10003331
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number		NOT IN SERVICE	
City	HELENA	State	AL	Zip Code	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.					
Signature of Owner				Date 1/1	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number located at bottom of windshield on driver's side		Make	Model	Model Year	
KNAGD12691		KIA	OPTIMA	2001	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
05-OCT-01	MIDFIELD KIA 205-380-6250		No: Cylinders 4	Gas	
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>	BIRMINGHAM	AL	35216		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code		
AUTOMATIC	<input checked="" type="checkbox"/> Cruise Control	FRONT WHEEL DRIVE	109000 POWER TRAIN/AUTOMATIC TRANSMISSION		
			Multiple Failures: 10		
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s)	Failure Mileage	Failure Speed			
29-OCT-2001	1905	30			
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: DOTM1AABC036)	<input type="checkbox"/> Original Equipment	Failure Location:			
	<input type="checkbox"/> Prior Repair				
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					
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
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	0	0	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).					
MY VEHICLE HAS SPENT MORE THAN 35 DAYS IN A KIA AUTHORIZED DEALERSHIP INCLUDING TRANSMISSION REPAIRS SINCE THE DATE OF PURCHASE. I HAVE CARRIED THE VEHICLE TO TWO DIFFERENT DEALERSHIPS MORE THAN SIX TIMES. THE PROBLEMS WITH THE VEHICLE HAVE NOT YET BEEN REPAIRED. I FEEL THAT THIS VEHICLE IS UNSAFE AND A LIABILITY TO OTHERS AND MYSELF WHILE IT IS ON THE ROADS.					
SOME OF THE OTHER PROBLEMS THAT THE VEHICLE HAS HAD, BUT HAVE BEEN CORRECTED ARE 1. KEYS WOULD NOT OPEN TRUNK 2. DRIVER'S SIDE DOOR WOULD MALFUNCTION AND LOCK ITSELF. MANUAL RELEASE OF THE LOCK COULD ONLY OCCUR FROM OUTSIDE THE VEHICLE, RESULTING IN MYSELF HAVE TO CLIMB OUT THE PASSENGER'S SIDE DOOR TO EXIT THE VEHICLE.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
The Privacy Act of 1974 - Public Law 93-502 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.					



U.S. Department
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National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1058

Date Received

19-FEB-2004

Repository

Reference No.
10059685

OWNER INFORMATION (Type or Print)

Name

Address

City

State

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

KNAGD126815

Make

KIA

Model

OPTIMA

Model Year

2001

Date Purchased
05-JUL-02

Dealer's Name and Telephone Number
NOTHER LOAD MOTORS 209-532-5186

Engine:
No. Cylinders

Fuel Type:
Gas

Original Owner

Dealer's City
SONOMA

State
CA

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

11000 ELECTRICAL SYSTEM

Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

29-OCT-2003

Failure Mileage

Failure Speed

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: DOTM1SABC036)

Original Equipment
 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), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

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).

THE AIR BAG LIGHT CAME ON. THE CONSUMER WAS INFORMED IF THE AIR BAG LIGHT WAS ON THE AIR BAGS WOULD NOT DEPLOY. THE CONSUMER EXPERIENCED PROBLEMS WITH THE ELECTRICAL SYSTEM AND THE TRANSMISSION DROPPING TO 3RD GEAR WHEN GOING UPHILL. *1A THE DEALERSHIP TOLD THE CONSUMER THE VEHICLE WAS NOT POWERFUL ENOUGH TO DRIVE UPHILL IN 3RD GEAR. THE LOCK ACTUATOR AND LATCH WAS REPLACED BECAUSE THE DOOR WOULD NOT LOCK, THE WINDOW MADE A CHATTERING NOISE WHEN IT WAS ROLLED DOWN. *1B

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

8.9 419

door solenoid.

8-5