



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

Date Received

Repository

27-DEC-2002

Reference No.  
10001612

OFFICE INVESTIGATION

OWNER INFORMATION (Type or Print)

DEFECTS

Name

Address

City WARWICK

State RI

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 INFORMATION

Make

KIA

Model

SPECTRA

Model Year

2003

Date Purchased

10-29-02

Dealer's Name and Telephone Number

Redwood Motor Group

Engine

1.8

No. of Cylinders

4

Fuel Type:

Unleaded

Original Owner

Original

Dealer's City

Warwick

State

R.I.

Zip Code

401-785-8903

Transmission Type

Auto

Antilock Brakes

Cruise Control

Powertrain

4 speed auto

PWD

Vehicle Component Code

221700 SEATS: FRONT ASSEMBLY: SEAT HEATER/COOLER

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

27-DEC-2002

Failure Mileage

667 / 3223

Failure Speed

102+ heat 2 times in 1st 3K

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 Systems

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 (e.g., parts repaired or replaced (and if old part is available)).

CONSUMER CALLED COMPLAINING WHILE DRIVING THE VEHICLE THE HEATER WENT OFF, DEALER INSPECTED AND FIXED THE PROBLEM ON 12/27/02 AGAIN WHILE DRIVING THE VEHICLE THE HEATER SYSTEM WENT OFF. PLEASE PROVIDE FURTHER INFORMATION.

the 1st time I lost heat Dealer fixed problem within 24 hours  
2nd time I had to wait 5 days in December average temp 35 degrees  
off was 2 months old with 3000 miles. was told sorry you will just have to wait!

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 Administration 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.