



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 100222

Date Received **2004 SEP 26 9:04 AM** Repository

Reference No.  
10089810

**OWNER INFORMATION (Type or Print)**

Name **[REDACTED]**  
Address **[REDACTED]**  
City **AUMSVILLE** State **OR** Zip Code **[REDACTED]**

Daytime Telephone Number **[REDACTED]** 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 a signature, your name or address to the vehicle manufacturer.  
Signature of Owner **[REDACTED]** Date **9/13/2004**

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side **KNAFB1210Y5 [REDACTED]** Make **KIA** Model **SEPHIA** Model Year **2000**  
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type: Gas  
Original Owner  Dealer's City State Zip Code  
Transmission Type  Antilock Brakes Powertrain Vehicle Component Code  
**AUTOMATIC**  Cruise Control **REAR WHEEL DRIVE** **034520 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS**  
Multiple Failure: 2

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) **14-APR-2004** Failure Mileage **60000** 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 Failure Location:  
 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**

(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).

CONSUMER TOOK THE VEHICLE TO DEALER FOR A BRAKE INSPECTION. THE PADS WERE CHANGED. HOWEVER, THE BRAKES STILL CONTINUE TO SQUEAL LIKE METAL TO METAL. THE BRAKES WERE DEFECTIVE AGAIN, AND THEY WANT CONSUMERTO PAY THE DEALER \$360.00. \*AK  
The Brakes started like it or they were rubbing metal to metal. This problem has not been fixed. After 50,000 was put on the car, then they said that it was going to cost me \$360.00 to fix them. This problem way before this time. I told them about this problem 4 Times. I even took out an extended warrenty - to 100,000 mile or 10 years. what ever comes first. But neither one will fix the brakes. This extended warrenty costed alot of money.  
They checked the Battery cable per Recall, copy of the Repair bill is enclosed. But they want and check it again without my approval. *is anything happens to the running of the engine or the car this company will be held responsible.*

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 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.

1. The latch for the cover on the console has broken twice, and it has been replaced once.
2. The dome light switch on the roof inside fell out of the bracket. was replaced.
3. The seal at the top of the windshield started to come out. The glued it back in.
4. The wiper arm assembly went bad it was defective. But this company said it was not covered. It costed me \$60. ee the nylon bushings was missing.
5. The seal around the Driver Side Door is leaking water and getting the seat wet.
6. Front Seat belts were defective and the Right Rear Defective. Has been replaced.
7. I told this Dealership about the brakes sounding like metal to metal way before the 50,000 mile mark. They never took the car for a test Drive. You can't hear the problem unless you do this. Each time I asked if there was any paper work to be signed, and they said no. But afte the 50,000 mark, I was told that I need a brake Job and it will cost me \$360. ee

This is a copy

  
9-13-2004

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**