



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

Repository ☐

2005 NOV 07 2005 9: 48

Reference No.
10139671

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SNOHOMISH State WA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized signature, NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 11/14/2005

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KNAFB121945 [REDACTED]
Make KIA Model SPECTRA Model Year 2004
Date Purchased 17-MAR-04 Dealer's Name and Telephone Number PERFORMANCE KIA 425-609-5600 Engine: No: Cylinders 4 Fuel Type: Gas
Original Owner ☒ Dealer's City EVERETT State WA Zip Code 98208
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 103000 POWER TRAIN: AUTOMATIC TRANSMISSION
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 03-SEP-2004 Failure Mileage 7590 Failure Speed 20

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] 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).

DT: THE CONTACT STATES THAT HER TRANSMISSION SEEMS TO BE SLIPPING. SHE HAS TAKEN THE VEHICLE TO DEALERSHIP THREE TIMES TO BE EXAMINED. THE DEALERSHIP CANNOT FIND THE CAUSE OF THE PROBLEM. THE CONTACT STATES THAT THE PROBLEM OCCURRED BETWEEN 20-40 MPH. THIS STARTED AS AN INTERMITTENT PROBLEM, BUT IS OCCURRED MORE FREQUENTLY. WHEN THIS HAPPENS THE CONTACT HASTE PULL THE VEHICLE OVER AND PUT VEHICLE IN PARK AND BACK INTO DRIVE. THIS HAS BEEN CORRECTING THE PROBLEM. ALTHOUGH, THIS IS WORKING IT IS VERY HARD TO PULL OVER WHEN IN TRAFFIC. THE CONTACT HAS BEEN IN CONTACT WITH KIA, AND THEY TOOK HER INFORMATION, AND HAD THE DEALERSHIP CALL HER BACK. THE VEHICLE IS A 2004 KIA SPECTRA. WHEN AT THE DEALER THEY JUST EXAMINED THE VEHICLE, THEN GAVE IT BACK TO THE CONTACT, AND TOLD HER THAT THERE IS NOTHING THEY CAN FIND THAT IS WRONG. THE DEALERSHIP IS MAKING THE CONTACT UNCOMFORTABLE WHEN THEY ARE TREATING HER LIKE SHE IS MAKING UP THE PROBLEM. THE CONTACT IS CONSIDERING APPLYING FOR THE LEMON LAW IN HER STATE. *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 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.

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

per the attached invoices, I cited to Kia (dealership) numerous episodes where my Kia transmission seemed to slip out of gear- Rpm's would increase, but car wouldn't 'go faster' - as if it had slipped into neutral. Finally after calling ~~the~~ ~~to~~ Kia Corp. & the NHTSA, the dealership appeared to have taken my complaint seriously & researched my concern further. I was told there had been other citations of this problem occurring in older Kias & ~~that~~ they replaced a computer-board (?) something related to computer & transmission. I've enclosed all invoices where I reported the problem & the 10/21/05 invoice shows the part that was replaced - [REDACTED] [REDACTED] [REDACTED]

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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

I was told Kia
had found this problem
in certain models, they
replaced the highlighted
part & I have not
experienced any other
problems yet (10/21/05)

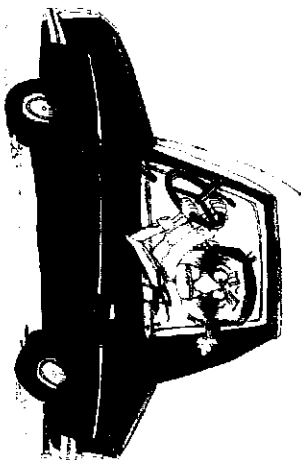
MAIL

NGTON, D.C.

SAFETY ADMIN.

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NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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and dial toll free at

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COMPLETE THIS FORM
OR

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QUESTIONNAIRE



VEHICLE
OWNER'S

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).