



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-JUL-2009

Repository

Reference No.

10277113

OWNER INFORMATION (Type or Print)

Name

Address

City

KINGSPORT

State

TN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact you or the manufacturer of your vehicle?  YES  NO  
In the absence of a signature, provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 7/27/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
KNAFB1211X5

Make

KIA

Model

SEPHIA

Model Year

1999

Date Purchased

July 1999

Dealer's Name and Telephone Number

Grindstaff 2224 W Elk Ave

Engine:

No: Cylinders

6

Fuel Type:

Gas

Original Owner

Dealer's City

Elizabeth

State

TN

Zip Code

Transmission Type

Manual

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

4 times

Incident Date(s)

24-SEP-1999  
2003 2006 2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 070000 FUEL SYSTEM, GASOLINE; 072100 FUEL SYSTEM, GASOLINE: DELIVERY; FUEL PUMP

Failure Mileage

14000

Failure Speed

35

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(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).

TL\*THE CONTACT OWNS A 1999 KIA SEPHIA. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 99V317000 (FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP). HE WAS NOT EXPERIENCING ANY FAILURES AT THE TIME, BUT HE TOOK THE VEHICLE TO THE DEALER AND THEY REPLACED THE FUEL PUMP CONNECTORS. IN 2003 (THREE YEARS LATER), THE ENGINE SERVICE LIGHT ILLUMINATED ON THE INSTRUMENT PANEL AND THE VEHICLE WOULD SPORADICALLY STALL AT ANY SPEED. THE VEHICLE ALSO EXPERIENCED A NO START CONDITION. HE TOOK THE VEHICLE BACK TO THE DEALER AND THEY STATED THAT THE FUEL PUMP CONNECTOR WAS CORRODED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED IN 2006. HE TOOK THE VEHICLE BACK TO THE DEALER AND THEY STATED THAT THE FUEL PUMP CONNECTOR WAS CORRODED AGAIN. THE VEHICLE WAS REPAIRED AGAIN; HOWEVER, THE CONTACT BELIEVES THAT THE RECALL REPAIR IS NOT THE CORRECT REMEDY BECAUSE THE CORROSION OCCURS EVERY THREE YEARS. THE FAILURE MILEAGE WAS 14,000 AND CURRENT MILEAGE WAS 54,000.

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.

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

January 2000 car's recall done.  
2003 engine light comes on. Take it to dealer  
same repair done as recall was done in 2000.  
Car engine stalls doing 35 miles an hour engine  
light comes on. Take it to repair shop and it has  
the same problem as recall. 2009 car will not  
start. I fixed the same recall part myself.

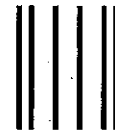
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U.S. Department  
of Transportation

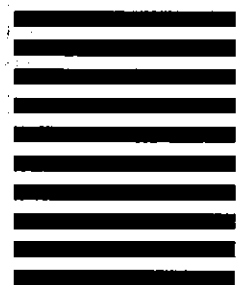
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL      PERMIT NO. 1888      WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



NORTHEASTERN  
TN 376 4 L  
28 JUL 2009 PM



**Think your vehicle  
has a safety defect?**



**If so:  
Use the enclosed  
form to file a report.**

**or visit:  
www.safercar.gov**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



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