



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 2010 MAR 12
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

Reference No.
10280682

OWNER INFORMATION (Type or Print)

Name

Address

City CENTREVILLE

State UT

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

KNAFG52507

Make

KIA

Model

RONDO

Model Year

2007

Date Purchased

April 2008

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Unleaded

Original Owner

☐

Dealer's City

Spokane, WA

State

WA

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-FEB-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 130000 VISIBILITY

windshield

Failure Mileage

13000

Failure 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: 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 2007 KIA RONDO. THERE IS A CRACK ON THE FRONT WINDSHIELD OF THE VEHICLE. IT APPEARS TO BE THE EXACT SHAPE OF THE VEHICLE DEFROSTER ON THE DASHBOARD. THE CRACK STARTED ON THE BOTTOM HALF OF THE PASSENGER SIDE AND WITHIN SIX MONTHS IT HAD EXPANDED TO THE DRIVER SIDE. THE CRACK GOES ALONG THE FRONT BOTTOM OF THE VEHICLE WINDSHIELD. THE OWNERS ARE CONCERNED IT MAY BREAK OR WATER MAY LEAK THROUGH. THEY STATED THAT THERE HAS BEEN NO SORT OF INCIDENT THAT MAY HAVE STARTED THE CRACK AND BELIEVE IT IS A MANUFACTURE DEFECT. THE VEHICLE HAS BEEN TO THE DEALERSHIP PREVIOUSLY BUT THE MECHANIC STATED THAT THE DEALERSHIP WOULD NOT BE RESPONSIBLE FOR THE REPAIRS. THE FAILURE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 13,000. THE CURRENT MILEAGE WAS 21,000.

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)

defective windshield cracked the size of defroster
exact shape of defroster

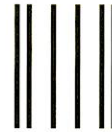
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U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

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Penalty for Private Use \$300



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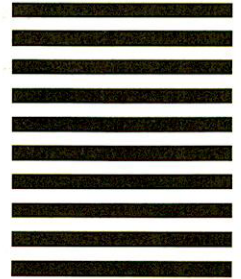
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safecar.gov

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



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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