



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 <input type="checkbox"/>
14-MAY-2013 <b>JUN 17 2013</b>	Reference No. 10511946

OWNER INFORMATION (Type or Print)				Daytime Telephone Number	E-mail Address
Name	[REDACTED]			[REDACTED]	
Address	[REDACTED]			[REDACTED]	
City	HOUSTON	State	TX	Zip Code	[REDACTED]
				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 KNADM4A34D6 [REDACTED]		Make KIA	Model RIO	Model Year 2013
Date Purchased April 2, 2013	Dealer's Name and Telephone Number Joe Myers Mazda Ford Kia / 239377800		Engine: No: Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City Houston	State TX	Zip Code 77046	
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failures:	Incident Date(s) 02-APR-2013	

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

Vehicle Component Code: VISIBILITY/WIPER (PWS)	Failure Mileage 400	Failure Speed
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**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**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 2013 KIA RIO. THE CONTACT STATED THAT THE REAR WINDSHIELD WAS LOCATED TOO HIGH FOR HER TO BE ABLE TO SEE THE TRAFFIC COMING FROM BEHIND THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER, WHO STATED THAT THEY COULD INSTALL ADDITIONAL MIRRORS FOR THE CONTACT TO BE ABLE TO SEE TRAFFIC BEHIND THE VEHICLE. THE FAILURE WAS NOT CORRECTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE, BUT OFFERED NO FURTHER ASSISTANCE. THE FAILURE AND CURRENT MILEAGE WAS 400. The General Manager Tyler Bright and other management failed to allow me to return the vehicle, even though I signed an agreement to be allowed to return the vehicle. Another Policy, legal limitation on our rights, states that if we do not enforce our rights every time, we can enforce them. In my opinion, they still have an opportunity to allow me to return the vehicle. Janice Howard, Paul Stapleton from the manufacturer believe that the design is good and sellable, and not defective.

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.