

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 05-FEB-2018 APR 18 2018	
				Repository ☐ Reference No. 11067119	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				E-mail Address [REDACTED]	
City ACTON		State CA		Zip Code [REDACTED]	
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KNADE 123176 [REDACTED]				Make KIA	
				Model RIO	
				Model Year 2007	
Date Purchased		Dealer's Name and Telephone Number		Engine: No: Cylinders	
Original Owner ☐		Dealer's City		Fuel Type:	
State		Zip Code			
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure: Incident Date(s) 01-FEB-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage	
				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 ☐ 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
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).					
TL* THE CONTACT OWNS A 2007 KIA RIO. THE CONTACT STATED THAT THE INSTRUMENT PANEL FAILED TO FUNCTION PROPERLY. RALLY KIA (438 AUTO VISTA DR, PALMDALE, CA 93551, (818) 492-3800) WAS UNABLE TO PROVIDE A SOLUTION TO REPAIR THE VEHICLE. THE SECOND DEALER (GALPIN KIA, 8425 SEPULVEDA BLVD, NORTH HILLS, CA 91343) PROVIDED A SPECIFIC DIAGNOSIS WITH INSTRUCTIONS THAT THE CONTACT FOLLOWED FOR MORE THAN A YEAR, BUT THE FAILURE RECURRED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER STATED THAT THEY WOULD PROVIDE A FOLLOW-UP RESPONSE TO DETERMINE A SOLUTION. THE CONTACT WAS WAITING FOR A PERMANENT REMEDY TO REPAIR THE VEHICLE. THE VIN AND FAILURE MILEAGE WERE NOT AVAILABLE. MILEAGE ON CAR IS 14298* GALPIN KIA SAID THE DRIVERS SEAT BELT NEEDED TO BE REPLACED FOR THE COMPUTER TO REBOOT AND WE PAID FOR IT, BUT THE COMPUTER WILL NOT REBOOT. NO CHECK ENGINE LIGHT COMES ON BUT THE COMPUTER WILL NOT REBOOT. THE MANUFACTURE HAS DONE NOTHING TO HELP US AND THE					
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)

DEALERS DO NOT HAVE AND ANSWER BUT THEY WANT TO CHARGE US FOR THIS OR THAT AND WITH NO GUARANTEE TO GET IT FIXED. YOU WOULD THINK THE COMPUTER WOULD TELL US WHAT IS WRONG AND WE COULD GET A PRICE TO FIX IT INSTEAD OF A BUNCH OF DIFFERENT COSTS AND NO GUARANTEE TO FIX IT.

THE DEALERS ACT LIKE WE ARE A TELLER MACHINE. MY WIFE & I ARE ON SOCIAL SECURITY AND CAN NOT AFFORD TO BE TAKEN TO THE CLEANERS LIKE THIS. NONE OF THE DEALERS WILL SMOKE THE CAR AFTER THEY DO THE WORK THEY WANT TO CHARGE US FOR TO FIX.

ATTACH ADDITIONAL SHEETS IF NECESSARY

SANTA CLARITA,
CA 913
31 MAR '18
PM 4 L

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
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IN THE
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POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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



Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

