



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 ☐

25-JUN-2018

Reference No.
11103798

SEP 05 2018

OWNER INFORMATION (Type or Print)

Name

Address

City

ROYAL PALM BEACH

State

FL

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

KNDJT2A51C7

Make
KIA

Model
SOUL

Model Year
2012

Date Purchased

06/2012

Dealer's Name and Telephone Number

SERVICE # 561-819-2952

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

☒

Dealer's City

West Palm Beach

State

FL

Zip Code

33415

Transmission Type

☒

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-JUN-2017

☒

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 010000 STEERING, 060000 ENGINE (PWS), 012000 STEERING: COLUMN

Failure Mileage

74751

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

(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 2012 KIA SOUL. WHILE DRIVING VARIOUS SPEEDS, AN ABNORMAL NOISE WAS HEARD COMING FROM THE STEERING COLUMN AND THE CHECK ENGINE WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO WEST PALM BEACH KIA (735 S MILITARY TRAIL, WEST PALM BEACH, FL), BUT WAS NOT DIAGNOSED OR REPAIRED SINCE THERE WERE NO RECALLS ATTRIBUTED TO THE VIN. THE MANUFACTURER WAS NOTIFIED, CONFIRMED THAT THERE WERE NO RECALLS, AND DOCUMENTED THE FAILURES. THE FAILURE MILEAGE WAS APPROXIMATELY 74,751.

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.